



Recycle My Cell

2017 Annual Report

Submitted to: British Columbia Ministry of Environment
Director, Extended Producer Responsibility Programs

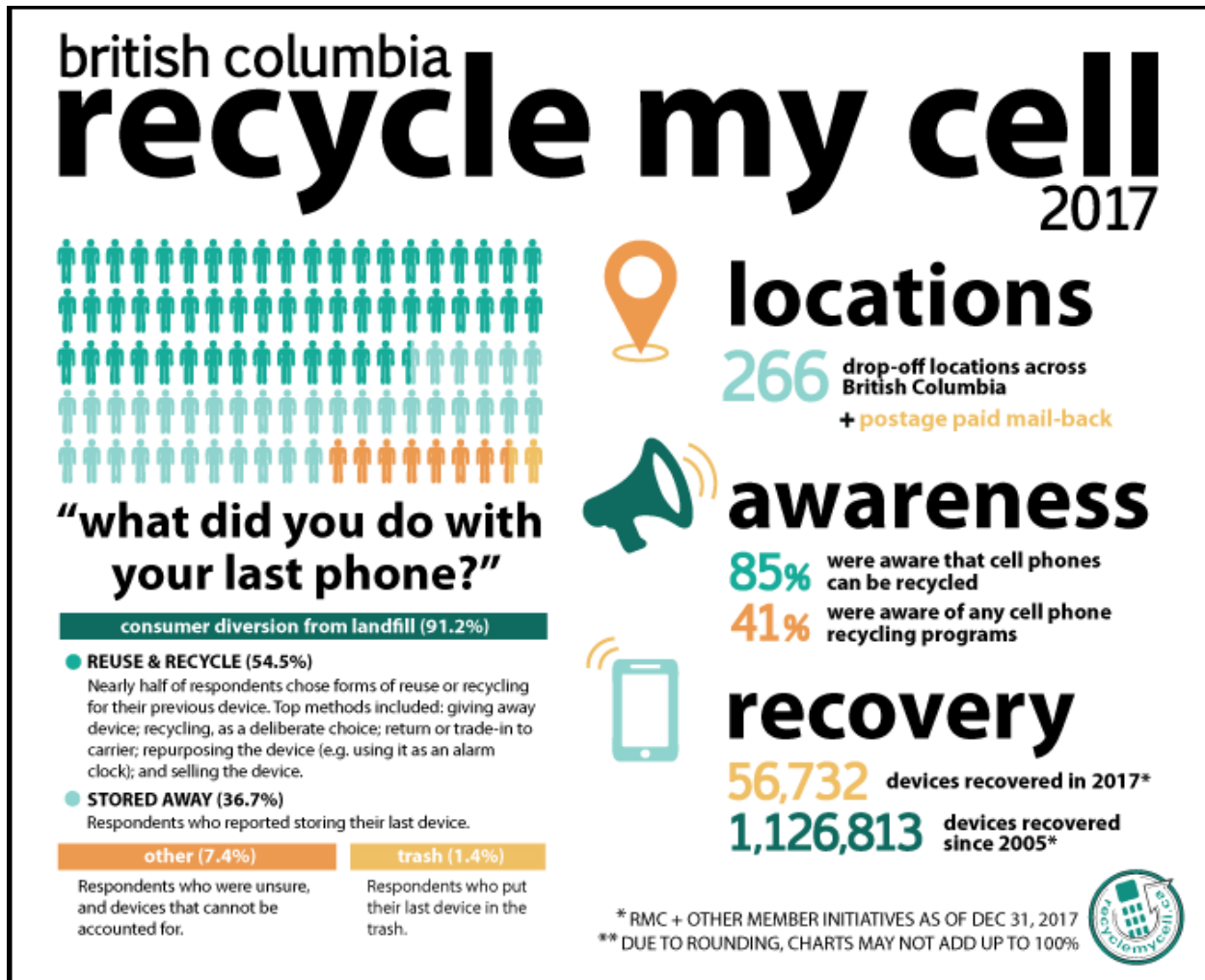
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At a Glance



1. Executive Summary

Products within plan	Mobile devices that were primarily manufactured to connect to a cellular or paging network.
Program website	Recycle My Cell – www.recyclemycell.ca

Recycling Regulation Reference	Summary (5-bullet maximum)
Part 2, section 8(2)(a) Public Education Materials and Strategies Refer to Section 3 for details.	<ul style="list-style-type: none"> ▪ Joint BC steward initiatives (including Recyclepedia, BC Recycles website, events, and BC Recycling Handbook). ▪ Outreach to depots and local governments. ▪ Events, including sponsorship of events (Coast Waste Management Association conference), implementation of Recycle My Cell Earth Month Challenge. ▪ Continued use of Google and Facebook ads, social media presence, press releases highlighting latest developments regarding RMC.
Part 2, section 8(2)(b) Collection System and Facilities Refer to Section 4 for details.	<ul style="list-style-type: none"> ▪ In 2017, there were 266 permanent drop-off locations (24 of 29 Regional Districts) as of December 31st. Net increase of 43 locations. <ul style="list-style-type: none"> ○ 236 carrier return-to-retail; ○ 30 RMC branded (third-party and depots). ▪ Participating locations included in the RMC database collect all devices regardless of make, model or condition in order to provide consumers with the convenience that they seek. ▪ RMC offers a free mail-back option which allows any consumer with access to Canada Post services the ability to return their devices.
Part 2, section 8(2)(c) Product Environmental Impact Reduction, Reusability and Recyclability Refer to Section 5 for details.	<ul style="list-style-type: none"> ▪ The trend toward multi-functional devices which eliminate the need for multiple individual devices has continued within the wireless industry. ▪ Program members use certified third-party processors to manage their materials. ▪ Product Management – auditor review of processor standards and data to verify accuracy.
Part 2, section 8(2)(d) Pollution Prevention Hierarchy and Product / Component Management Refer to Section 6 for details.	<ul style="list-style-type: none"> ▪ Of the volume of cellular devices audited, 74% were sent for reuse and 26% were sent for recycling. ▪ While it is understood that reuse is the preferred method for dealing with recovered product, in the case of wireless devices, the amount of product that can be refurbished for reuse is dependent on many factors that are not controllable. These factors include the condition of the phone at time of recovery and the technology that is required for its use. ▪ Carriers encourage reuse of devices through initiatives such as trade-in and upgrade programs.
Part 2, section 8(2)(e) Product Sold and Collected and Recovery Rate Refer to Section 7 for details.	<ul style="list-style-type: none"> ▪ Product sold – 235,105 (estimated) ▪ Product collected (all initiatives) – 56,732 (estimated). <ul style="list-style-type: none"> ○ 54,686 were recovered through member's RMC initiatives and 2,046 through various internal initiatives.

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Recycling Regulation Reference	Summary (5-bullet maximum)
Part 2, section 8(2)(e.1)	<ul style="list-style-type: none"> ▪ Not applicable to Recycle My Cell.
Part 2, section 8(2)(f) Summary of Deposits, Refunds, Revenues and Expenses	<ul style="list-style-type: none"> ▪ Not applicable to Recycle My Cell.

Comparison of Key Performance Targets		
Part 2 section 8(2)(g); See full list of targets in Plan Performance		
Priority Stewardship Plan Targets (as agreed with ministry file lead)	Performance (2016 Results)	Strategies for Improvement
Increase awareness of cell phone recycling nationally to 80% by 2015.	Awareness of cell phone recycling: 82% nationally; 85% in BC. Awareness of cell phone recycling programs: 36% nationally; 41% in BC. Refer to Section 9 for details.	CWTA will: <ul style="list-style-type: none"> ▪ continue to use the strategies outlined in this Annual Report, including working with BC Stewards on joint initiatives. ▪ increase the number of third-party locations in the collection network. ▪ outreach to municipalities and regional districts.
100% customer satisfaction with the Recycle My Cell program (nationally).	88%* of those who recycled their device reported being satisfied with the experience. *awarding a score of 5 (as the minimum) out of 7. National data.	CWTA will continue: <ul style="list-style-type: none"> ▪ to identify multiple methods by which a consumer may recycle their device (drop-off locations and mail-back). ▪ to incorporate additional mechanisms (i.e. depot) into its collection network. ▪ to work with its members and participating organizations to ensure that identified issues are addressed.

2. Overview

The Canadian wireless telecommunications industry, under the auspices of the Canadian Wireless Telecommunications Association's (CWTA) Recycling Committee, operates Recycle My Cell (RMC), a free national cellular phone recycling program. The members of CWTA include, among others, wireless service providers, wireless handset manufacturers and processors.

Recycle My Cell has served as the cell phone recycling stewardship program in British Columbia since its formal regulatory approval in the province on November 10, 2009.

This report has been prepared by CWTA and is submitted on behalf of the following stewards:

- Bell (including The Source and Virgin Mobile);
- Freedom Mobile; and
- Rogers Communications (including FIDO and Rogers Wireless).¹

BlackBerry, Samsung Electronics Canada Inc., and Sony of Canada participated voluntarily in Recycle My Cell.

3. Public Education Materials and Strategies

RMC continues to work within the province to increase program awareness and usage.

Consumer Engagement²

- *2017 Recycle My Cell Earth Month Challenge*
The Recycle My Cell Earth Month Challenge was launched in 2017. The Challenge allows schools throughout Canada to register for an opportunity to win up to \$1,000.

The Recycling Council of BC (RCBC) also included the Challenge as part of Episode 9 on RCBC TV (RCBC TV Episode 9: Let's Celebrate Earth Day!).³

- *Social media*
CWTA maintains a Facebook page and a Twitter account for the promotion of the Recycle My Cell program. RMC's Facebook page is used to provide timely information, promote cell phone recycling in general, as well as support various events in which RMC is a participant. CWTA also engages consumers via its @recyclemycell Twitter account.

In 2017, RMC's Facebook Page had 7,557 "Likes" (compared to 4,666 in 2016) and Twitter Account had 565 followers (compared to 492 in 2016).

- *RMC website*
CWTA maintains a mobile friendly website (www.recyclemycell.ca and www.recyclemoncell.ca) that serves as a central hub for the program. The website is routinely updated to ensure accuracy. The

¹ See Appendix A for program specifics for member initiatives.

² See Appendix B for Samples.

³ Video can be found at: <https://www.youtube.com/watch?v=D8j9lTbz8YY&list=PL5t-QRzBSq4oplmg7Adl8ReDfoF8V6zls&index=10&t=0s>.

site continues to provide information including drop-off locations, steps to remove personal information from devices prior to recycling them, as well as a link to mail-back options.

In 2017, the RMC website had 85,106 pageviews and 42,306 sessions nationally, as reported by Google Analytics.⁴ There were 3,260 database searches for recycling locations in BC (based on defined criteria entered at time of search).

- *Designated email address and toll-free number*
Consumers with additional questions about the program are encouraged to contact RMC representatives: via email (info@recyclemycell.ca / info@recyclemoncell.ca) or via a toll-free number (1-888-797-1740).
- *Paid advertising*
The majority of CWTA's advertising efforts continue to focus on alternate advertising methods, such as Google and Facebook ads. These options offer a more targeted approach to providing information to those searching for it on-line.

Google (internet searches) are identified as one of the most popular ways that consumers will seek out additional information concerning cell phone recycling.

Stakeholder Engagement⁵

- *Stakeholder relations*
CWTA continues to be an active participant within the Stewardship Agencies of BC, including serving on the Executive Committee and various work groups.

This joint initiative of the BC Stewards provides information to BC residents concerning all approved programs within the province through vehicles like BCrecycles.ca, the RCBC Recyclepedia and app, as well as British Columbia's Recycling Pamphlet.

- *Targeted stakeholder outreach*
CWTA sponsored the Coast Waste Management Association (CWMA) Annual Conference in Victoria, and participated in the organized stakeholder roundtable meetings.

Information concerning the program and how stakeholders – both depot/large volume collectors and RD/local governments – could become involved was included in the CWMA meeting packages.

- *Recycle My Cell branded program*
Third-party locations, such as municipal waste depots, not-for-profit organizations, and other parties not affiliated with current RMC members, are encouraged to serve as drop-off locations simply by registering with CWTA.

There are currently 30 RMC branded drop-off locations in BC; the majority of these are depots. This is a net increase of 3 RMC branded locations.

⁴ Pageviews is the total number of pages viewed. A session (aka visits) is the period of time a user is actively engaged with the website. A single session can contain multiple screen or page views.

⁵ See Appendix C for Samples.

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- *Promotional materials*
CWTA continues to provide RMC promotional materials (brochures, table cards, and posters) to third-party locations (municipal and community sites that wish to support the Recycle My Cell recovery program, at dealer sites, and non-affiliated retailers that do not run their own program) wherever such materials may be requested.
- *Stakeholder promotion and third-party websites*
Recycle My Cell continues to receive positive support within the province from relevant waste management stakeholders (including RCBC and various third-party locations). RMC information is included on their websites where feasible. In addition, third party locations are also offered a digital copy of the RMC logo and poster, as well as a short news bulletin about their involvement in the program.
- *Paid advertising*
CWTA used Municipal Information Network as a mechanism to inform municipalities of the program.

Media Engagement⁶

- *Press releases*
CWTA develops and distributes both targeted and national press releases to coincide with activities RMC participates in. As an example, announcements regarding the number of phones that have been recovered are issued to coincide with Earth Day.
- *Editorial content and subject matter expertise*
CWTA responds to all requests for interviews or supplemental information as it relates to cell phone recycling or reuse.

Member Engagement⁷

- *Promotional materials and websites*
Participating carriers continue to have marketing plans in place that support their various initiatives, including those for trade-in or upgrades.

Participating manufacturers also include RMC branding on their corporate websites when possible.

- *Staff training*
Carriers continue to foster program awareness internally with their staff so that they are able to provide accurate information to their customers. This is done with regular reminders via internal websites and blogs.

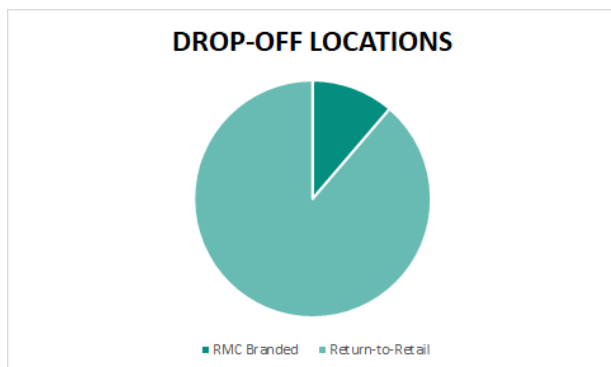
⁶ See Appendix D for Samples.

⁷ See Appendix E for Samples.

4. Collection System and Facilities

4.1 Drop-off locations

In 2017, there were 266 permanent drop-off locations (in 24 of 29 Regional Districts) across British Columbia.⁸



This is a net increase of 43 locations over 2016. The majority of this increase is attributable to the addition of Freedom Mobile locations to the RMC collection network in July 2017.

Participating locations that are included in the RMC database collect all devices regardless of make, model, or condition in order to provide consumers with the convenience that they seek.

Return-to-retail continues to be the primary model for collection drop-off sites. It is felt that the most

effective method for cell phone recovery is simply dropping off an existing device(s) when a new one is purchased. However, there was also positive growth in the number of depots interested in supporting the program.

4.2 Mail-back

In instances where a drop-off location is not available, RMC offers a mail-back option which allows any consumer in the province – with access to Canada Post service – the ability to conveniently and easily return their devices and accessories at no cost to themselves.

5. Product Environmental Impact Reduction, Reusability and Recyclability

5.1 Handset manufacturers and improving product life cycle management

RMC handset manufacturers continue their efforts to eliminate or to reduce the environmental impacts of a product throughout its life cycle.

Devices that do more, at a faster speed, and from anywhere, have become the norm. Handset manufacturers work to design devices to meet these expectations. Consumers, through their shopping habits, have made it clear that they are interested in increased functionality that gives them the ability to substitute one device for many.

The trend toward multi-functional devices which eliminate the need for multiple individual devices has continued within the wireless industry. This allows consumers to purchase only one item that provides multiple services in addition to the one the device is primarily used for – for instance the ability to access the internet, play music and take photos with a smartphone – that relieves the need to manufacture individual devices. These devices also tend to be smaller and more efficient than their individual counterparts.

⁸ See Appendix F for list of locations.

In addition to providing multi-function devices, RMC handset manufacturers carry on their efforts to eliminate or to reduce the environmental impacts of a product throughout its life cycle. Given that handset manufacturers provide devices into global markets, changes made to products are experienced broadly.

5.2 Processor members and certifications

All of the processors involved with the RMC program in BC hold multiple certifications, including ISO, R2 and/or verification under Electronic Products Recycling Association's (EPRA) Recycling Vendor Qualification Program (RVQP).

For the purposes of the audit, Ministry Guidance has allowed for the use of either the R2 certification or verification to the Recycler Qualification Program, or RQP, and the Electronic Recycling Standard (ERS).

6. Pollution Prevention Hierarchy and Product / Component Management

Section 7.2 identifies the volume of cellular devices collected through the RMC programs as 54,686 devices (this does not include those devices collected via internal initiatives). Of the volume of cellular devices audited, 74% were sent for reuse and 26% were sent for recycling.⁹

Devices that have been identified for reuse are not audited; components that have a market or value are not likely to end up in landfill. In scope for the audit are devices that have been identified for "recycle".

Recycled devices that were audited flowed through processors that hold valid certifications: 82% of devices flowed through processors that have been verified to the RQP, and the remaining 18% flowed through processors that have been certified to the R2 standard.

Reuse: While it is understood that reuse is the preferred method for dealing with recovered product, in the case of wireless devices the amount of product that can be reused is dependent on many factors that are not controllable. These factors include the condition of the phone at time of recovery and the technology that is required for its use. As such, to reintroduce phones into the market that do not meet those criteria or that are not supported on technology in a given market do more harm than good. For this reason, phones that do not meet reuse criteria will continue to be sent for responsible recycling.

Devices that are deemed reusable have their data wiped and are sold via auction to third-parties. These phones may be commingled with devices collected via non-program participants.

Carriers do encourage the reuse of devices through initiatives such as trade-in and upgrade programs.

Recycle: Devices destined for recycling are handled based on the general practices of the primary processor. In all instances the batteries are removed from the device and the remaining material is either further dismantled, or shredded in entirety (minus the backing), before being sent to approved downstream processors.

⁹ This represents all devices recovered in BC.

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Once the material reaches its downstream processor it can either be separated further into its various components and consolidated with other like materials and sent further downstream, or sent in its original shredded state to be smelted.

The material from RMC participating programs may be commingled with other non-program materials. Commingling of materials occurs often in order to gain efficiencies for shipping purposes, and to ensure viable and competitive pricing for materials. This is a standard business practice employed by processors.

In order to validate data concerning end-fate of materials, the RQP and ERS must be used in conjunction with processor “mass balancing” to bring reliance. The mass balance exercise identifies the amount of material received by the processors and the resulting materials and their subsequent downstream processors. Information for the mass balance reporting is provided directly by the processors.

As noted, devices have value whether they are sent for reuse and sold as working devices, or shredded and sold for precious metal recovery. Each stream has legitimate and robust markets for the materials and processors have a monetary incentive to ensure that the material ends up where it is intended to.

In 2017, processors used to recycle RMC materials were either directly contracted RQP-verified primary processors, or R2 certified processors contracted by third-party vendors.

Table 1: RQP-verified primary processors

Material / Component	% of Material Stream	Recycling Process Description - Processor A	Disposition ¹⁰
Metal Dusts	0.34%	Dust from the plant is gathered by dust machines. Dust pucks made from dust created within plant is sent downstream for precious metal recovery. This process is not exclusive to dust from cell phones.	Refining
Other (Mixed Metals)	99.66	Phones destined for recycling are shredded and sent downstream for precious metal recovery.	Refining
	100.00%		

Material / Component	% of Material Stream	Recycling Process Description - Processor B	Disposition
Copper Bearing Material	16.04%	Material from cell phones and accessories is aggregated, shredded or sent downstream for copper recovery. The specific process will depend on which downstream processor is used. (Not exclusive to cell phones, may include some accessories.)	Processing
HG Circuit Boards	0.20%	Circuit boards are manually separated from cell phones and shipped for further processing (shredding or smelting). The specific process will depend on which downstream processor is used.	Refining
Aluminum	7.14%	Cell phone backs are removed from the device and consolidated with similar materials. The material is then shredded and sent to downstream for melting. The specific process will depend on which downstream processor is used.	Non-processing

¹⁰ The disposition description comes from RQP-approved downstream flow documents.

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Mixed Metals	25.37%	Material from cell phones is shredded, consolidated and sent downstream for further melting. The specific process will depend on which downstream processor is used.	Non-processing
Plastics	51.26%	Cell phone backs are separated from device and either shredded, or sent further for sorting/baling, or shredding, extrusion or pelletizing. (Not exclusive to cell phone backs, may include cases.) The specific process will depend on which downstream processor is used.	Non-processing
	100.00%		

Table 1 identifies the components and the processing end-fates for the 82% (of the 26% of material destined for recycling) sent to RQP-verified primary processors.¹¹ This material has been audited. The remaining 18% (of the 26% of material destined for recycling) was sent to an R2 primary processor. This material has not been audited.¹²

The percent of material stream presented above is based on Mass Balance reports for RMC material handled at a national level. For the purposes of clarity, the third-party audit cannot confirm that material specifically recovered via RMC was sent to the various processing end-fates. Once the material is separated and/or shredded it can no longer be tracked as belonging specifically to RMC. While it is possible to confirm the volumes that were received, and to trace the volumes of material that were sent to their respective downstream processors as an aggregate, it is not possible to attribute specific volumes to a respective program.

Based on data provided by the primary processor all elements of suggest that the commingled RMC material is dealt with in the manner that is identified.

Table 2: RQP-verified primary processors

Component (% of component sold/transferred for processing that is treated under each processing pathway)						
Processor A						
	Transfer to direct processor in BC	Transfer to direct processor elsewhere in North America	Transfer to direct processor outside North America	Multi-step processing in BC	Multi-step processing elsewhere in North America	Multi-step processing outside North America
Dust						100%
Other						100%

¹¹ See Appendix G for a chart identifying acceptable processes and end-fates.

¹² While process flows and R2 certificates have been provided for verification purposes, the required information to support and augment this data was not provided in time for the auditors to assess it.

CWTA has no reason to believe that the material was not properly managed given its understanding of the various processes employed, and its knowledge of the program and service provider.

Component (% of component sold/transferred for processing that is treated under each processing pathway)						
Processor B						
	Transfer to direct processor in BC	Transfer to direct processor elsewhere in North America	Transfer to direct processor outside North America	Multi-step processing in BC	Multi-step processing elsewhere in North America	Multi-step processing outside North America
Copper Bearing Material					100%	
HG Circuit Boards					100%	
Aluminium					100%	
Mixed Metals					100%	
Plastics						100%

Table 2 identifies the components and the verified processing pathway for the primary processors.

Based on data provided by the primary processors, all elements suggest that the commingled RMC material is dealt with in the manner that is identified.

Table 3: RQP-verified primary processors

Estimated Conformance Levels – Processor A and B¹					
	Reuse	Recycle	Recycle: Metal Recovery	Landfill	Other Waste Disposal
Aluminum			100%		
Metal Dusts			100%		
Plastic		100%			
Other ¹			100%		
Copper Bearing Material			100%		
HG Circuit Boards			100%		
Mixed Metals			100%		

Table 3 identifies the estimated conformance levels for the primary processors.

Note:

¹ All material collected via RMC is commingled with other similar material types before being sent to secondary processing streams. It is impossible to verify the exact contents of material streams at this point, therefore the conformance levels are estimations. However, based on data provided by the primary processors, all elements of the RQP audit process suggest that the commingled RMC material is dealt with in the manner that is identified.

² Some of the material (aluminum, plastic, and steel) captured in 'other' may be recycled before metal recovery occurs.

Since RMC material is commingled at the primary processors, and not tracked independently, the estimated conformance level is based on CWTA's understanding of the various processes employed by each primary processor and their downstream processors.

7. Product Sold and Collected and Recovery Rate

7.1 Product sold

For the purpose of annual reports, "Product Sold" is the estimated number of all mobile devices attributed to CWTA manufacturer members¹³ that are ***distributed*** into BC by identified stewards. Data collected for CWTA does not track inter-store (nation-wide) transfers, or what happens to unsold products, etc. Estimates are included where actual data is not available.

In 2017, a total of 235,105 devices were reported as having been distributed into BC. This total includes devices sent directly into a province and devices sent to distribution centres:

- 234,416 are estimated to have been directly distributed to locations within the province that were affiliated participating carrier locations. This includes the carrier's corporate stores, sales directly to a customer (Web and phone), as well as third-party retailers.
- 689 are estimated to have been shipped into BC from distribution centres for various third-party retailers. It is difficult to determine an actual quantity for this category since the third-party does not provide that information to the carrier.

It is important to note that this quantity does not reflect the actual quantity that was sold to an end user, or that might become available for collection in the future.

7.2 Volume of cellular devices collected

Devices collected by members

RMC data represents the results of consumer facing recovery initiatives that collect devices that are considered to be at the end of their useful life, as well as devices collected through trade-in or upgrade programs. These devices are collected via return-to-retail and participating third-party locations.

RMC members' also recover devices that are returned to them for a variety of reasons including buyer's remorse or damage; this data is captured under the category of "Other Member Initiatives".

In 2017, participating RMC members collected 56,732 devices:

- 54,686 devices (via RMC). Of this volume, 96%¹⁴ of the material was audited.
- 2,046 devices (via internal initiatives). This data is not audited.

¹³ Data provided in this report is exclusive to product distributed by manufacturers that are members of CWTA, and as such is a subset of the total devices that are distributed in to the province. Data concerning devices made by OEMs that are not members of CWTA are not included in this report. (It is expected that this data may be reported by other proponents.)

Data may not be complete as a result of changes in vendor relationships that occurred with one carrier in 2017. This data does not identify the portion of devices that resulted in an end sale to a consumer.

This data is reported to by a third-party that has been secured for the purpose of aggregating information provided to it by carriers; this is done in order to maintain confidentiality.

¹⁴ The remaining material that was not audited came from programs that were not material in terms of overall volume. However, the material followed the same streams as other materials sent to the RQP-verified primary processors.

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The volume of cellular devices “collected” is the estimated sum total of all Program Products collected by a permanent collection facility.

Quantification of Product Collected is based on:

- Reports generated by the Processors/Consolidation Centres and potentially Reverse Logistics Centres/Warehouses Collection Facilities during the Reporting Period and include delineation of products by province of origin to the carriers or CWTA directly for some parts of the program.
 - These reports are generated from their individual inventory programs for the Reporting Period.
 - Consolidated values for each product category are reported by quantity and end fate (whether reused or recycled) per product type.
- Internal carrier collection programs (e.g., trade-ins, warranty repairs, etc.).

Products Collected from unknown origin are accounted for using either an estimate based on products returned that are of known origin, or attributed to the province in which the Carrier is headquartered. In the instance where amount is estimated the following process is used:

- The amount of material collected from known origins is determined for each province. An aggregate total is also determined for Canada. Based on this information, the percentage of product recovered specifically from BC is determined. For example, if 12 devices were recovered from BC and a total of 100 devices were collected nationally, the percentage coming from BC would equal 12%.
- The amount of material collected from unknown origin (where boxes are received at Processors/Consolidation Centres without a unique identifying number, or those collected via mail-back) are aggregated into a total quantity received. The known percentage (in this case 12%) would then be attributed to the aggregate of unknown origin to determine the estimate of what may have originated from BC.

RMC data represents the results of consumer facing recovery initiatives that collect devices that are considered to be at the end of their useful life, as well as devices collected through Trade-in or Upgrade programs. These devices are collected via return-to-retail and participating third-party locations.

Programs included in this category in 2016 were:

- Bell (includes Virgin Mobile):
 - Bell Blue Box
 - Bell Trade-in Program
- Freedom Mobile:
 - Freedom Mobile Trade-in
- Fido:
 - FidoTRADE
- Rogers:
 - Rogers Recycling Program (Formerly Phones for Food)
 - Rogers Trade Up Program
- The Source:
 - The Source Trade-up Program

In addition, phones collected through RMC third-party locations are also accounted for here.

An estimated allocation has been made for each Regional District; where data is provided as a breakdown it is included.¹⁵

Devices collected by other programs

There are many not for profit organizations across the country that actively encourage Canadians to donate unwanted mobile devices in order to generate funds from recycling and reusing the devices. In addition, there are also 'for profit' ventures that collect phones by providing incentive – either directly to consumers or to their collectors – to do so. Data from these initiatives is not available.

7.3 Recovery rate

Reporting on a recovery rate is not applicable per the currently approved product stewardship plan.

8. Summary of Deposits, Refunds, Revenues and Expenditures

This section is not applicable to Recycle My Cell.

9. Plan Performance

9.1 Targets

Plan Target	2016 Results	Strategies for Improvement
Increase awareness of cell phone recycling nationally to 80% by 2015	<p>Awareness of cell phone recycling: 82% nationally; 85% in BC.¹⁶</p> <p>Awareness of cell phone recycling programs: 36% nationally; 41% in BC.¹⁷</p> <p>BC continues to trend higher than national in terms of cell phone recycling awareness.</p>	<p>CWTA will:</p> <ul style="list-style-type: none"> continue to use the strategies outlined in this Annual Report, including working with BC Stewards on joint initiatives. increase the number of third-party locations in the collection network. outreach to municipalities and RDs.
100% customer satisfaction with the Recycle My Cell program (nationally)	<p>88%* of those who recycled their device reported being satisfied with the experience.</p> <p>*awarding a score of 5 (as the minimum) out of 7. National data.</p>	<p>CWTA will continue:</p> <ul style="list-style-type: none"> to identify multiple methods by which a consumer may recycle their device (drop-off locations and mail-back). to incorporate additional mechanisms (i.e. depot) into its collection network. to work with its members and participating organizations to ensure that identified issues are addressed.

The performance indicators and targets noted above are not included in the audit.

¹⁵ See Appendix H for estimated recovery in Regional Districts.

¹⁶ Respondents were asked if they were aware that cell phones could be recycled.

¹⁷ In keeping with previous years, respondents were asked if they were aware of any specific recycling programs.

9.2 Consumer Awareness

Annual Recycling Study 2017

CWTA has commissioned an Annual National Cell Phone Recycling Study (Study) since 2009. The purpose of this market research survey is to gauge behaviours, attitudes and public awareness related to cell phone recycling and old mobile devices.

The methodology of the 2017 study remained the same as that used in previous iterations, and was administered by means of a dual mode (telephone and online) format by Nanos Research. It is important to note that the Study continues to use a probability-based sample. The sample size remains large, at 3,000 respondents nationally, and 300 in BC.

Recycling in General

96% of BC respondents support or somewhat support cell phone recycling.

This year, the survey asked all respondents what products, materials, or other items come to mind when they think about recycling. The top responses included traditional, everyday recyclables such as paper/newspapers (27%), plastic/plastic bottles (26%), and glass (13%). Electronics (and batteries) as a whole were mentioned by 2% of respondents.¹⁸

Consumer Diversion from Landfill as a Model for Consumer Behaviour

Many consumers participate in reuse and recycling activities without being consciously aware of this behaviour.

The term “recycling” is complicated and often misunderstood. Cell phones are *sold* or *traded-in*, and even when used for a new purpose by the consumer or given to someone else, are not considered to be reused.

There is a consumer perception gap as to what behaviour constitutes recycling. Consumers don’t necessarily recognize certain behaviours as recycling, especially when they aren’t specifically identified as such. Because consumers don’t necessarily see how these activities fit their definition of recycling, they don’t see cell phones as part of the traditional recycling equation.

Using Consumer Diversion from Landfill (CDL) to explain consumer behaviours related to end-of-life management of cell phones helps identify the various ways that unwanted devices are dealt with. In this instance, end-of-life simply refers to a consumer no longer actively using the device in question for its intended use.

CDL can be separated into two main categories: Storage, and Reuse & Recycle.

Storage:

In BC, 37% of survey respondents reported storing their last device upon receiving their current one.

When asked if they had any cell phones in storage, 55% of BC respondents reported that they did. On average, they reported storing 3 devices.

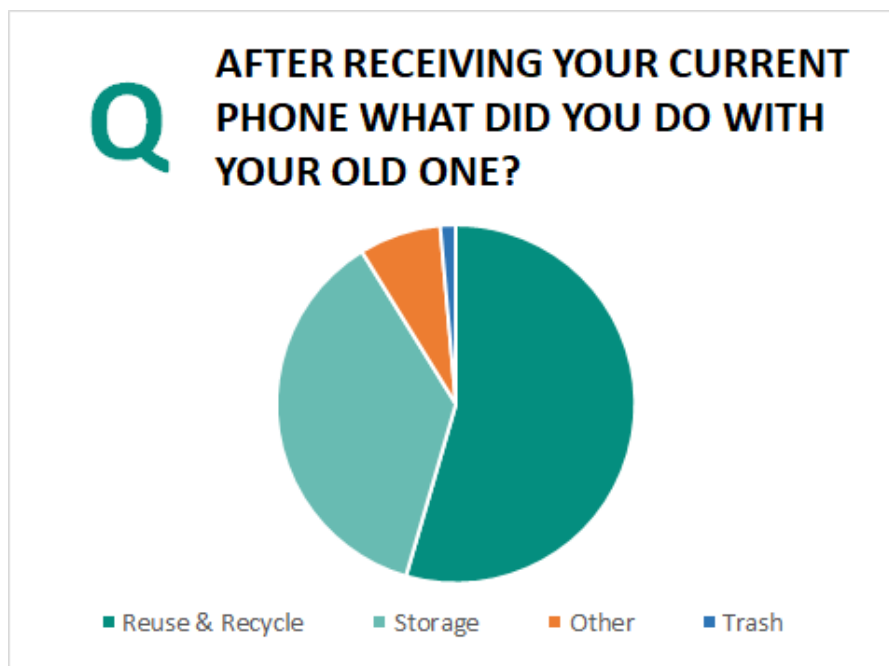
¹⁸ National numbers. Question: [Open-ended] When you think about recycling, what products, materials, or items come to mind?

Reuse & Recycle:

Nearly half (55%) of respondents chose forms of reuse or recycling for their previous device. Top methods included: giving away device (16%); return or trade-in to carrier (10%); recycling, as a deliberate choice (15%); returning to a retailer (3%); selling the device (4%); using it for other purposes, e.g. alarm clock (3%); and donate to charity (2%).

Overall, very few British Columbians reported throwing their previous wireless device in the

garbage (1%). The Study shows 91% of British Columbians diverted their last device from landfills, while 7% could not recall what happened to their previous device.



Consumer Perception & Awareness

Awareness doesn't equal preferred behaviour (i.e. recycling in a traditional sense), much as lack of awareness does not equal negative behaviour (e.g. throwing into garbage).

BC respondents report a high level of awareness that cell phones can be recycled (85%).

Forty-one (41%) of respondents reported being aware of a recycling program for cell phones. When asked if they had heard of the Recycle My Cell program specifically, 11% of those aware of programs reported they had.

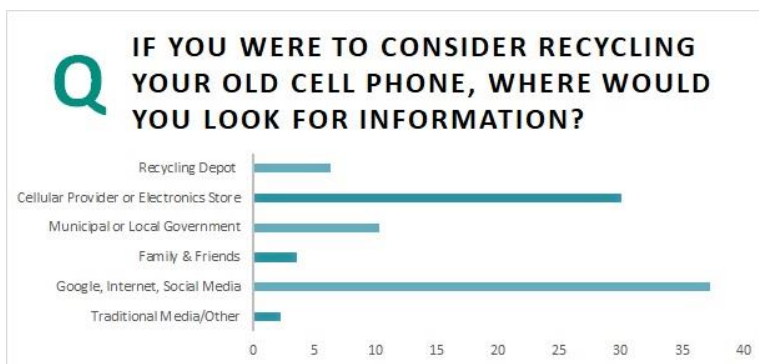
Interestingly, when asked if they were aware that most cell phone carriers have trade-in or programs that allow them to upgrade their cell phone, 81% of British Columbians respondents reported that they were. Of those who were aware of such programs, 72% reported being aware that cell phones received through trade-in and upgrade programs were recycled or reused.

Information Search

Cell phone "recycling" is not an everyday occurrence, as are other types of recycling, so it does not form a habit in the day-to-day life of a consumer. An important factor in facilitating behaviour is understanding where to find the information when it is necessary. In order to better understand consumer behaviour, respondents were also asked where they would look for information if they were to consider recycling their cell phone.

37% of British Columbians would search the Internet (including referring to Social Media), while 30% would refer to their cellular service provider or an electronics retailer. Other choices included contacting municipal or local governments (10%), recycling depot (6%) and asking a family member or friend (4%).

As noted in Section 3, RMC utilizes both Google and Facebook ads, as well as stakeholder relationships and outreach, to facilitate the information gathering processes that a consumer will undergo when they are ready to recycle their device.



10. Conclusion

CWTA and its members remain committed to the RMC program and its growth within the province.

RMC members continue to make enhancements to their programs in order to increase usage amongst consumers and to minimize the impact of their product at the end-of-life.

CWTA believes that working together – with BC Ministry of Environment, BC residents and other stakeholders – will ensure continued success.

Appendix A

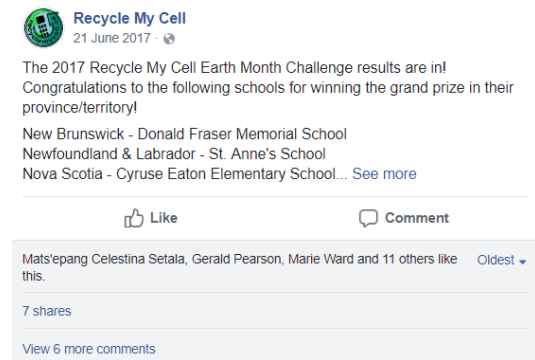
Program Specifics for Member Initiatives

Steward	Program	Location	Devices Accepted	Consumer Incentive
Bell	Bell: Blue Box	Accepted at any Bell Aliant or Bell store, The Source locations, Virgin Mobile stores and participating dealer locations. Mail-back label available on website.	All mobile devices as defined by this program from any manufacturer or carrier. Generally \$0-value devices.	Net proceeds from the program to support Canadian mental health initiatives.
	Bell: Bell Trade-in Program	Accepted at any Bell Aliant or Bell store, Virgin Mobile stores and participating dealer locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
	The Source: The Source Trade-up Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
	Virgin Mobile: Recycle Me	Accepted at all participating locations, or via mail-in.	All mobile devices as defined by this program from any manufacturer or carrier. Generally \$0-value devices.	Net proceeds from the program to support Canadian mental health initiatives.
	Virgin Mobile: Trade-in Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
Freedom Mobile	Freedom Mobile Trade-in	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
Rogers	Fido: FidoTRADE	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
	Rogers Recycling Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier. Generally \$0-value devices.	
	Rogers: Trade Up Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.

Appendix B

Consumer Engagement

2017 Recycle My Cell Earth Month Challenge Facebook & Twitter Posts



Recycle My Cell 2017 Annual Report



Recycle My Cell @RecycleMyCell · 1 May 2017

The Recycle My Cell Earth Month Challenge has come to an end! Thank you to all the schools that participated.....stay tuned for the winner!



RMC Facebook Page



Recycle My Cell

9 January 2017 · 🌐

Battery Saving Tips!



Phone Drained Again? 3 Awesome Tips to Save Your Battery This Winter

Freezing cold doesn't have to freeze your phone.

BUSINESSHUB.MTS.CA



Kim Atkinson, Gaylene Lange, Meliss Allewis and 2 others like this.

Oldest ▾

6 shares



Recycle My Cell

7 June 2017 · 🌐

We all can at <http://www.recyclemycell.ca/>!



Johan Robitaille, Simona Niculescu and Margaret Hohner like this.

Oldest ▾

4 shares

Recycle My Cell 2017 Annual Report



Recycle My Cell

17 July 2017 · 🌐

Canadian Cell Phone Recycling Facts: Did You Know? There are currently over 2500 Recycle My Cell locations across Canada! Find out how your organization can become one at <http://www.recyclemycell.ca/>

Recycle My Cell

Canada's free recycling program for mobile devices and accessories Why recycle? Keeping your cell phone out of the landfill helps your local ecosystem and the environment. Recycling your wireless device also decreases the need for raw materials that would otherwise be needed for manufacturing new pr...

RECYCLEMYCELL.CA

👍 Like

💬 Comment

➦ Share

Miskwaa Animikiikwe, Daphne Rayner, Jessie Black and 14 others like this. Oldest ▾

21 shares



Recycle My Cell shared Recycling Council of British Columbia's ... post.

Published by 🌐 Navneet Kaur Bhandari (?) · 11 April 2017 · 🌐

Thank you RCBC for these great ways to celebrate Earth Day! Don't forget, the RMC Earth Month Challenge is open for registration!



Recycling Council of British Columbia

👍 Like Page

10 April 2017 · 🌐

Celebrate Earth Day with RCBC! Brock and Harv share some inspiration on what we can all do to celebrate Earth Day on April 22. They also talk discuss MMBC rebranding to RecycleBC, the RecycleMyCell school program, and upcoming RCBC Awards.

<https://www.youtube.com/watch?v=D8j9ITbz8YY>



RCBC TV Episode 9: Let's Celebrate Earth Day!

Let's Celebrate Earth Day Together. Brock and Harv...

YOUTUBE.COM



Recycle My Cell

7 September 2017 · 🌐

Was a new mobile device on your list for back to school shopping? If so, what did you do with your old one? Let us know!

👍 Like

💬 Comment

Kevin Patterson and Nancy Posnikoff like this. Oldest ▾

3 shares

View 1 more comment



Recycle My Cell Hi Louise, we agree that it's very important to ensure that all personal information is erased from your device before you recycle them. Instructions for clearing all data from your particular device can likely be accessed on our website here:

... See more



Recycling Your Device? | Recycle My Cell

RECYCLEMYCELL.CA

27w

Recycle My Cell 2017 Annual Report



Recycle My Cell

30 November 2017 · 🌐

Reusing devices has always been smart, but it's about to get even easier 🌱



Here's everything you need to know about Canada's unlocking fee ban

MobileSyrup breaks down everything Canadian consumers need to know about the unlocking fee ban taking effect December 1st.

MOBILESYRUP.COM



Like



Comment



Share

Eileen Madore, Aurelian Baša, Justin Brumelle and 16 others like this.

Oldest ▾

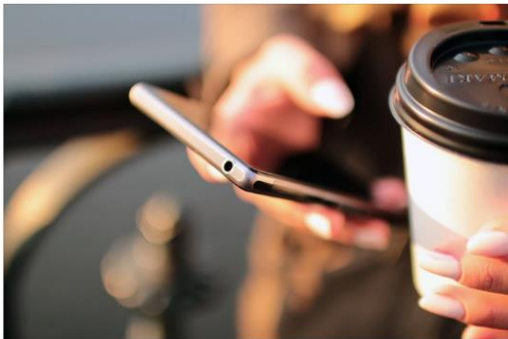
26 shares



Recycle My Cell

27 November 2017 · 🌐

Shopping for a new cell phone this #CyberMonday? Don't forget to recycle your old ones! Find the Recycle My Cell drop off location closest to you using our search tool: www.recyclemycell.ca/drop-off-locations/



Like



Comment

Mag Mark, Elspeth Hay, Laurie Bryant and 4 others like this.

8 shares

RMC Twitter Page



Recycle My Cell @RecycleMyCell · 17 Jul 2017

Canadian Cell Phone Recycling Facts: Did You Know? There are currently over 2500 Recycle My Cell locations across Canada!



1



Recycle My Cell @RecycleMyCell · 5 Jul 2017

Canadian Cell Phone Recycling Facts: Did You Know? Nearly two thirds of Canadians report having at least 1 cell phone in storage.



2



2



Recycle My Cell 2017 Annual Report



Recycle My Cell @RecycleMyCell · 3 Aug 2017
#ThrowbackThursday

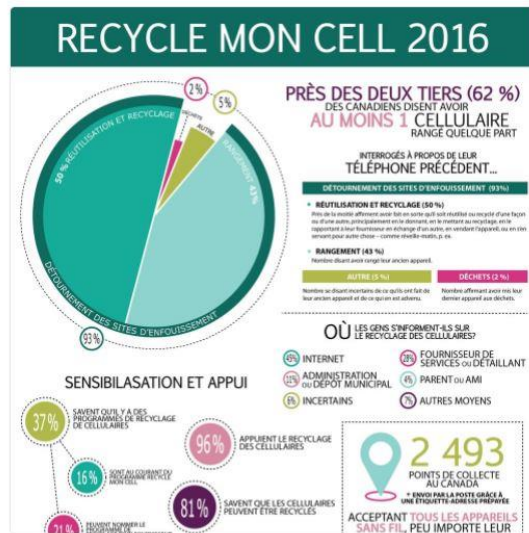


1 4



Recycle My Cell @RecycleMyCell · 20 Apr 2017
Accumulez-vous les cellulaires ? Vous n'êtes pas seul! Résultats du sondage 2016 sur le recyclage de cellulaires ow.ly/C8sS30b13Mt

Translate from French



1 4





Recycle My Cell @RecycleMyCell · 7 Sep 2017
Was a new mobile device on your list for back to school shopping? If so, what did you do with your old one? Let us know!

1 4



Recycle My Cell @RecycleMyCell · 30 Nov 2017

Reusing devices has always been smart, and it just got even easier  



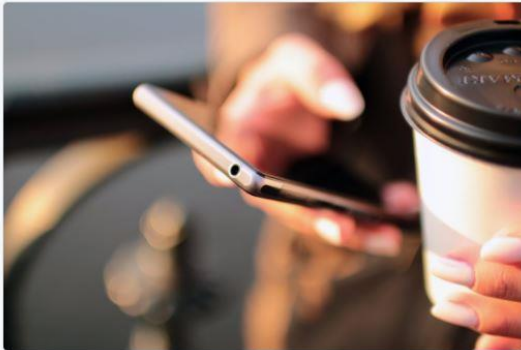
MobileSyrup  @MobileSyrup

Here's everything you need to know about Canada's unlocking fee ban mobilesyrup.com/2017/11/29/her...



Recycle My Cell @RecycleMyCell · 27 Nov 2017

Shopping for a new cell phone this [#CyberMonday](#)? Don't forget to recycle your old ones! Find the closest Recycle My Cell drop-off location to you using our search tool: recyclemycell.ca/drop-off-locat...



Recycle My Cell 2017 Annual Report

Paid Advertising

Google Ad

About 4,440,000 results (0.60 seconds)

recyclemycell.ca - Recycle Your Cell

[Ad] www.recyclemycell.ca/ +1 888-797-1740

Recycle My Cell - Canada's National free mobile phone recycling program

Any condition accepted - Any brand accepted

Types: Pagers, Smartphones, Chargers, Mobile accessories

[Drop-off Locations](#)

[Delete Your Information](#)

[Contact Us](#)

[FAQs](#)

Facebook Ads



Recycle My Cell

Did you know that half of Canadians have at least one old cell phone sitting in a junk dra...

[Like Page](#)

8092 people like this

Recycle My Cell

Did you know that half of Canadians have at least one old cell phone sitting in a junk drawer? Recycle the responsible way at RecycleMyCell.ca.



[Unlike Page](#) · Sponsored

Suggested Page



Recycle My Cell
Sponsored

Did you know that half of Canadians have at least one old cell phone sitting in a junk...



Recycle My Cell
Charity
8092 people like this

[Like Page](#)

Suggested Page



Recycle My Cell
Sponsored

Did you know that half of Canadians have at least one old cell phone sitting in a junk drawer? Recycle the responsible way at



Recycle My Cell
Charity
8092 people like this



Appendix C

Stakeholder Engagement

Outreach – Regional Districts and Local Government (via CWMA Conference)



With Recycle My Cell,
tidying your town
has never been easier.

Recycle My Cell (RMC) is the Official Cell Phone Recycling Program for British Columbia

Host a Location

- 1. Register Online**
Review the *Terms & Conditions and New Requirements – Cell Phone Shipping* to understand your responsibilities as a drop-off location, as well as our responsibilities to you. Complete & submit the online Registration Form at RecycleMyCell.ca.
- 2. Collect Phones**
Set up your collection area, and display Recycle My Cell posters, table cards and brochures. Tell people about RMC on your Web site, or via Social Media!
- 3. Package**
If shipping your collections in a regular box (max. 66lbs), properly seal the box and attach all applicable labels. Larger volumes (skids, barrels, etc.) are also accepted but require special transportation arrangements.
- 4. Mail Out**
Drop off your box at any Canada Post location for free shipping. For larger volumes, please contact info@recyclemycell.ca to arrange transportation.

Recycle My Cell accepts all used, unwanted or discarded mobile devices and their accessories, regardless of brand, model, condition or age.

- Cell phones
- Smartphones
- Wireless Aircards
- Rechargeable cell phone batteries
- Pagers
- Headsets
- Wireless PDAs
- Chargers

Promote Your Location

We will provide you with:

- Brochures
- Posters
- Table Cards
- News Bulletin
- Official Participant Logo
- Website Blurb

Join our growing collection network!

1-888-797-1740
info@RecycleMyCell.ca
Twitter: @RecycleMyCell
Facebook.com/RecycleMyCell



Outreach – Depots & Large Volume Collectors (via CWMA Conference)



Outreach - Promotional Materials (Digital Poster and template of news bulletin offered to RMC Branded locations)



[INSERT Town/Organization name] now part of the Recycle My Cell program

Most of us have owned on average three or four cell phones prior to our current one. That means that a lot of us likely have a slew of old devices that are either getting hidden away in junk drawers or disposed of incorrectly.



The [INSERT Town/Community/Org name] has joined Recycle My Cell, Canada's free cell phone recycling program, making it easy to dispose of your old devices responsibly. A drop off box is located at [INSERT location], where old wireless devices and their accessories will be accepted, regardless of brand or condition. After your device is received, it is sent to a processor where it can be refurbished or broken down and recycled.

"Thinking green doesn't need to be complicated, and keeping old cell phones out of our landfills couldn't be easier," says Bernard Lord, president & CEO of the Canadian Wireless Telecommunications Association. "I encourage all Canadians to take a few moments to reflect on some of the simple things they can do to help protect the environment for future generations."

Help [INSERT Town/City/Community] go green by dropping off your old cell phones! Accepted items include: cell phones, smartphones, wireless PDAs and pagers (as well as their batteries and accessories). For more information on the program, visit www.RecycleMyCell.ca.

Paid Advertising – Municipal Information Network



BC Recycles (Stewardship Agencies of British Columbia website)

Member Login

HOME ABOUT STEWARDSHIP RESOURCES CONTACT US

TAKE CHARGE !

Recycle all your batteries and electronic devices.

We're all in this together.

BC Recycles is made up of a whole bunch of product stewardship organizations. Among us, we represent all the bits and bobs that most people aren't quite sure what to do with or how to recycle. Our job, and the job of this site, is to make recycling easier for everyone. We hope you find all the info you need, and feel positive about doing your part to take care of this lovely little planet we call home.

Recyclepedia Mobile App

Available on the App Store

Get it on Google play

Recycling Hotline

LOWER MAINLAND
604-RECYCLE
(732-9253)

BRITISH COLUMBIA
1-800-667-4321
hotline@bcrecycles.ca


British Columbia's Recycling Handbook

A guide to what can be recycled under BC's Stewardship Programs.

ABOUT THE STEWARDS

Stewardship agencies are non-profit organizations formed by BC's producers and brandowners as part of their compliance under the BC Recycling Regulation. These agencies collect and divert end-of-life consumer products and packaging from disposal.

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[Privacy Policy](#) | [Site Map](#)








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[RESOURCES](#)
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Who We Are


Product stewardship is an environmental management strategy guided by the principle that whoever designs, produces, sells, or uses a product takes responsibility for minimizing that product's environmental impact.


By diverting recyclable materials from the landfill, we can reduce the need to develop new landfill sites. The diverted materials can be reused and we can save the energy needed to produce new products from raw materials.


BC product stewards have committed to recycling their products safely and responsibly. By returning your products to the appropriate collection sites, you can guarantee a safe and responsible recycling process.

STEWARD	WHAT THEY RECYCLE	MORE INFO
	ALARMS www.regeneration.ca Smoke alarms, Carbon monoxide (CO) alarms, Combination smoke & CO alarms.	▶ Annual Report
	BATTERIES www.call2recycle.ca Consumer batteries weighing less than 5 kilograms.	▶ Plans ▶ Annual Report ▶ AR to the Director
	BEER CONTAINERS www.envirobeerbc.com Refillable glass beer, cider & cooler bottles and metal beverage alcohol cans.	▶ Plans ▶ Annual Report
	BEVERAGE CONTAINERS www.return-it.ca Used beverage containers such as aluminum cans, plastic & glass bottles, other metal cans, drink boxes and cartons. Alcohol containers such as wines, spirits, liqueurs and non-refillable beer, cider and cooler bottles.	▶ Plans ▶ Annual Report
	CELL PHONES www.recyclemycell.ca Cell phones and their batteries. All types of cell phones are accepted regardless of size, make, model or age.	▶ Plans ▶ Annual Report


Recyclepedia Mobile App
 Available on the App Store
 GET IT ON Google play


Recycling Hotline
 LOWER MAINLAND
 604-RECYCLE
 (732-9253)
 BRITISH COLUMBIA
 1-800-667-4321
hotline@bcrecycles.ca


British Columbia's Recycling Handbook
 A guide to what can be recycled under BC's Stewardship Programs.



BC Stewards Pamphlet

STEWARDSHIP AGENCIES OF BC (SABC) CONTACTS:

BC BREWERS RECYCLED CONTAINER COLLECTION COUNCIL (BRCCC)
1711 Kingsway Avenue,
Port Coquitlam, BC V3C 0B6
t. 604.459.1729
f. 604.659.2747
e. stewardship@bdl.ca
w. envirobeerbc.com

BC USED OIL MANAGEMENT ASSOCIATION
Suite 107, 1834C Oak Bay Ave.
Victoria, BC V8R 0A4
t. 1-866-256-0555
e. reception@usedoilrecycling.ca
w. bousedoil.com

CALL2RECYCLE*
201 - 2590 Granville Street,
Vancouver, BC V6H 3H1
t. 1.888.224.9764
e. info@call2recycle.ca
w. call2recycle.ca

CANADIAN BATTERY ASSOCIATION
1415 Broad Street,
Victoria, BC V8W 2B2
t. 250.216.3664
e. info@canadianbatteryassociation.ca
w. recyclemybattery.ca

ELECTRONIC PRODUCTS RECYCLING ASSOCIATION BC
100 - 4259 Canada Way,
Burnaby, BC V5G 1H1
t. 1.800.330.9767
f. 604.473.2411
e. eolinfo@returnit.ca
w. returnit.ca/electronics

ELECTRORECYCLE (CANADIAN ELECTRICAL STEWARDSHIP ASSOCIATION)
95 Mural Street, 6th Floor,
Richmond Hill, ON L4B 3B2
t. 1-877-592-2972, ext 232
e. info@electrorecycle.ca
w. electrorecycle.ca

HEALTH PRODUCTS STEWARDSHIP ASSOCIATION
330 - 2255 St. Laurent Blvd.
Ottawa, ON K1G 4K3
t. 613.723.7282
f. 613.722.1626
e. info@healthsteward.ca
w. healthsteward.ca

HRAI - THERMOSTAT RECOVERY PROGRAM
101 - 2350 Matheson Blvd. E.
Mississauga, ON L4W 5G9
t. 1.800.267.2231
f. 905.602.1197
e. hrai@mail@hrai.ca
w. hrai.ca/trp

MARR - MAJOR APPLIANCE RECYCLING ROUNDTABLE
105 West 3rd Ave.
Vancouver, BC V5Y 1E6
t. 1-888-262-4621
e. info@marrbc.ca
w. marrbc.ca

OUTDOOR POWER EQUIPMENT INSTITUTE OF CANADA
105 West 3rd Ave.
Vancouver, BC V5Y 1E6
t. 1.877.592.2972
f. 604.592.2982
e. info@opeic.ca
w. opeic.ca

RECYCLE BC
230 - 171 Esplanade West,
North Vancouver, BC V7M 3J9
t. 778.588.9504
e. info@recyclebc.ca
w. recyclebc.ca

RECYCLE MY CELL
300 - 80 Elgin Street,
Ottawa, ON K1P 6R2
t. 1.888.797.1740
f. 613.233.2032
e. info@recyclemycell.ca
w. recyclemycell.ca

RETURN-IT (ENCORP PACIFIC CANADA)
100 - 4259 Canada Way,
Burnaby, BC V5G 4Y2
t. 1.800.330.9767 or 604.473.2400
f. 604.473.2411
e. returnit@returnit.ca
w. returnit.ca

PRODUCT CARE "PAINT, FLAMMABLES, LIGHTS AND ALARMS"
105 West 3rd Ave.
Vancouver, BC V5Y 1E6
t. 1.877.592.2972
f. 604.592.2982
e. info@productcare.org
w. productcare.org

TIRE STEWARDSHIP BC
PO Box 5366,
Victoria, BC V8N 6S4
t. 1.844.759.0688
f. 1.877.598.9119
w. tsbc.ca

Visit the site or download the app at www.bcrecycles.ca
Call toll free: 1-800-467-4321 or 604-732-9253 | info@bcstewards.com



Download the app at www.bcrecycles.ca | info@bcrecycles.ca

STEWARDSHIP AGENCIES OF BRITISH COLUMBIA

The stewardship agencies of British Columbia (SABC) are an informal alliance of industry product stewardship organizations. The group works with government, service providers and other stakeholders to ensure BC's extended producer responsibility model is successful and cost effective. SABC currently has 15 members representing more than 20 stewardship programs in the province.

Stewards and stewardship agencies in BC recognize that they have a responsibility to work together. SABC provides the bridge across varying interests. Better known to the public as BC RECYCLES they provide common messages through informational brochures, videos, ambassador tours and other communication tools. They have a website, toll free hotline, and recycling location finder to find information about how and where to recycle all the products they recycle as well as contact information for each of the recycling programs.

WHAT ARE PRODUCTS RECYCLED INTO?

BATTERIES
The collected batteries are sent to recycling facilities where they are processed into reusable metals and materials. These are used to produce new batteries, stainless steel products and cement additives. None of the materials make their way into landfills.
call2recycle.ca

ELECTRONICS
Through a variety of refining and smelting processes, materials reclaimed from unwanted electronics, such as metal, plastic, and glass are used as raw materials in the manufacturing of new products.
return-it.ca/electronics
recyclemyelectronics.ca

MEDICATION
All expired or unused prescription drugs, over-the-counter drugs and natural health products can be returned to participating pharmacies for responsible disposal. Each product collected through this program is destroyed through incineration.
healthsteward.ca

SMALL APPLIANCES + POWER TOOLS
Electrical products are taken apart and separated into material types. Some materials such as copper and other metals are sent for smelting to recover the metals. Other materials such as plastics and glass are recycled/processed into commodities or reused.
electrorecycle.ca

BEER CONTAINERS & PACKAGING
Refillable glass beer and cider bottles are sterilized and refilled an average of 15 times! Once they reach their end of life, they are then recycled into new glass bottles and other glass products. Alcohol aluminum cans are recycled back into aluminum cans as quickly as 6 weeks!
envirobeerbc.com

LEAD-ACID BATTERIES
All consumer lead-acid batteries can be recycled. They are found in items such as vehicles, trucks, motorcycles, boats, and RVs. All commercial lead-acid battery applications, including fork lifts, golf carts, solar and UPS systems are also collected and recycled.
recyclemybattery.ca

OUTDOOR POWER EQUIPMENT
Electric outdoor power equipment is recycled for its various components, that are segregated, processed, and shipped to a smelter. The smelter produces a metal material that manufacturing companies buy to produce a variety of products that are made of or contain metal.
opeic.ca

THERMOSTATS
Thermostats are made up of plastics, metals, electronics, glass and mercury, which are all 100% recyclable. Your used thermostat goes on to become a number of different products, including fireglass, refined mercury and lower grade plastic and metal devices.
hrai.ca/trp

BEVERAGE CONTAINERS
Aluminum cans are recycled into new cans within 6 weeks. Drink boxes and cartons are used in paper products and cardboard boxes. Glass is recycled into new bottles or turned into insulation, and plastic is used for new bottles, jugs, buckets and more.
return-it.ca

LIGHTING PRODUCTS
Metal is recycled through the metal recycling industry. Mercury/phosphor powder is sent for mercury retort/recovery or stabilized for secure landfill. Glass is recovered and reused. Commercial fixtures and non-PCB lighting ballasts are recycled through the metal recycling industry.
productcare.org

PACKAGING + PAPER
Corrugated cardboard is recycled into cardboard, printed paper and paper packaging is recycled into boxes and other packaging; plastic packaging is used in household goods, packaging, and building material; metal packaging becomes construction material; foam is recycled into picture frames.
recyclebc.ca

TIRES
Products made locally range from rubber playground surfacing and arena flooring tiles, to cow and horse stall mattresses. Products available for purchase by the consumer are coloured landscaping mulch and garden tiles.
tsbc.ca

CELL PHONES
Cell phones are sent to certified processing facilities and are separated based on usability. Cell phones that meet specific functionality criteria are sold, while older and damaged ones are recycled. Whether reused or recycled, your old cell phone stays out of the landfill.
recyclemycell.ca

MAJOR APPLIANCES
Major appliances are primarily metal with small amounts of other materials like glass, rubber, and foam. Appliances containing refrigerant are decommissioned to remove refrigerant prior to shredding, allowing the materials to be sorted into ferrous and non-ferrous metals which are recovered and recycled back into the market.
marrbc.ca

PAINTS, FLAMMABLES + ALARMS
Latex paint is recycled into new paint or used as raw material. Oil-based paints, flammable liquids and gasoline are used as alternative fuels. Plastics and metals from smoke and CO alarms are recovered and radioactive components are disposed of at licensed facilities.
productcare.org

USED OIL + ANTIFREEZE
Oil is re-refined into new oil or used as fuel in pulp mills and asphalt plants. Antifreeze is processed into new antifreeze. Filters are crushed and melted into new steel products while oil and antifreeze containers are processed into new oil containers or other plastic products.
usedoilrecycling.com/bc

Download the app at www.bcrecycles.ca | info@bcstewards.com

RCBC Social Media



Recycle My Cell 2017 Annual Report



RCBC TV Episode 9: Let's Celebrate Earth Day!

119 views

Like 1 Dislike 0 Share 0 ...



RecyclingBC

Published on Apr 10, 2017

SUBSCRIBE 72

Let's Celebrate Earth Day Together! Brook and Harv share some inspiration on what we can all do to celebrate Earth Day on April 22. They also talk about MIBC rebranding to RecycleBC, the RecycleMyCell school program, and upcoming RCBC Awards.

For more information on RecycleBC: <http://www.recyclebc.ca>

For more information of Recycle my Cell School Program: <http://www.recyclemycell.ca/schoolmont...>

For more information on the RCBC Recyclepedia: <http://www.rcbc.ca/services/recyclepedia...>

For more information on the RCBC Awards: <http://www.rcbcconference.ca/rcbc-awards...>

Category: [Entertainment](#)

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SHOW LESS

Recycle My Cell 2017 Annual Report

RCBC Recyclepedia

Extended Producer Responsibility (EPR) Programs in BC

In British Columbia, **Extended Producer Responsibility (EPR)** (formerly referred to as **Industry Product Stewardship**) is an environmental policy approach in which the producer's responsibility for reducing environmental impact and managing the product is extended across the whole life cycle of the product, from selection of materials and design to its end-of-life. (Ministry of Environment)

Current Programs | EPR Updates | Other EPR Resources |

Current Programs

For a detailed description of each program, click on the links below:

- AlarmRecycle
- BCORCA
- BCA
- call2recycle
- Canada's National Breweries
- eprocycle
- ElectroRecycle
- WasteWise
- Restoro-B
- LightRecycle
- Waste Management
- Multi-Material BC
- CPELC
- ReGeneration
- TELUS
- TIRE Stewardship BC

Call the Recycling Hotline

Lower Mainland: 604-RECYCLE (604-732-9253)
British Columbia Toll Free: 1-800-667-4321
Email: hotline@rcbc.ca

BC Recyclepedia Mobile App

Download it today

Available on the App Store and Google play

[Donate to RCBC](#)

What can I do with my old cell phone?

The CWTA's **Recycle My Cell** program is a province-wide, end-of-life recycling program for cell phones and accessories, available to all consumers and businesses in British Columbia. As of November 2009, you can drop off any of the regulated products at designated collection sites and be assured they will be recycled responsibly. Drop-off locations will accept cell phones, smartphones, wireless PDAs, batteries and pagers, as well as cords and accessories - regardless of brand or condition.

Visit the **Recycle My Cell** website or the **RCBC Recyclepedia** to find the nearest drop-off location for you old cell phone.

[Back to Main FAQ's page](#)

Recycling Programs & Resources

[British Columbia Recycling Programs](#)
[Holiday Recycling Info 2015](#)
[Resources](#)

Call the Recycling Hotline

Lower Mainland: 604-RECYCLE (604-732-9253)
British Columbia Toll Free: 1-800-667-4321
Email: hotline@rcbc.ca

BC Recyclepedia Mobile App


Download it today


Available on the App Store and Google play

[Donate to RCBC](#)

Finding your closest recycling location is now at the tips of your fingers with the new BC Recyclepedia Mobile App - [Learn More](#)

Recycle My Cell 2017 Annual Report





[About](#) | [What We Do](#) | [Recycling Programs & Resources](#) | [News & Events](#) | [Membership](#) | [Media](#) | [Contact Us](#)

Recyclepedia - Results

Did you know that more than 65% of the materials in an average mobile device are recyclable?

In BC, cell phones are included in a province-wide recycling program. Also accepted are headsets, chargers, batteries and other accessories. For a list of retailers participating in the program, please visit [Recycle My Cell](#).

Cell phones are also accepted for recycling through [Encompass Pacific's](#) province-wide electronics recycling program.

There are also a number of non-profit organizations and electronic retailers in BC accepting cell phones for reuse.

If there are no convenient drop-off locations in your area, print a pre-paid shipping label offered by [Recycle My Cell](#). Any mobile device – regardless of brand, model, age – can be recycled through this pre-paid mail-back option.





For a list of local recycling and reuse options, please see below.



25 results found

Showing results for: Cell Phones in Victoria

Alpine Disposal & Recycling (Victoria)

See what other materials this depot also accepts







Phone: (250) 474-2145
 Address: 5045 Dunford Avenue, Langford - [Map](#)
 Website: <http://www.alpinegroup.ca>
 Hours: Mon-Fri 8:00am - 4:00pm
 Notes: Depot for ReGeneration paint plus, OPIC, BCUIMA, MARR, CIVITA, Call2Recycle, Encompass beverage container and Alarm Recycle programs. Fee for fresh removal for Fridges, freezers. Call for details, fees.
[Location Feedback](#)

Bell (Hillside Centre)


See what other materials this depot also accepts



Phone: 1-855-797-6740
 Address: 1244 Hillside Avenue, Hillside Centre, Victoria - [Map](#)
 Website: [RecycleMyCell.ca](#)
 Hours: Regular business hours.
 Notes: This organization participates in the CIVITA Recycle My Cell program.
[Location Feedback](#)

Bell (Mayfair Shopping Centre)

See what other materials this depot also accepts



Phone: 1-855-797-6740
 Address: 1547 Douglas Street, Mayfair Shopping Centre, Victoria - [Map](#)
 Website: [RecycleMyCell.ca](#)
 Hours: Regular business hours.
 Notes: This organization participates in the CIVITA Recycle My Cell program.
[Location Feedback](#)

What We Do


- [Recycling Hotline](#)
- [Recyclepedia](#)
- [Recyclepedia Smart Phone App](#)
- [Road to Zero Waste School Program](#)

Call the Recycling Hotline



Lower Mainland: 804-RECYCLE
(804-792-9252)

British Columbia Toll: 1-800-857-4221
 Free:
 Email: hotline@rcbc.ca
[Renew your 2018 membership@rcbc.ca](#)
[Memberships](#)

BC Recyclepedia Mobile App



Download it today

[Donate to RCBC](#)

Appendix D

Media Engagement

Press Release – CWTA

Are you a cell phone hoarder? You are not alone!

Support for cell phone recycling remains strong among consumers

OTTAWA – April 20, 2017 – Nearly two-thirds of Canadians are holding on to a cellphone they are no longer using. Recycle My Cell is inviting Canadians to celebrate Earth Day on April 22 by recycling those unused cell phones and accessories.

[Recycle My Cell](#), Canada's free cell phone recycling program, helps consumers clean out their junk drawers by pointing them to the nearest drop-off location.

Canadians can visit the bilingual website – www.RecycleMyCell.ca and www.Recyclemoncell.ca – and enter their postal code to locate the drop-off locations closest to them where their old wireless devices will be accepted, regardless of brand or condition.

If a consumer cannot get to one of the drop-off locations in their neighborhood, the website offers printable postage-paid labels that can be used to mail the device back to Recycle My Cell at absolutely no cost to the consumer.

"I am thrilled to see Canadians' support for cell phone recycling programs remains very strong," said Robert Ghiz, President & CEO of the [Canadian Wireless Telecommunications Association](#) (CWTA), commenting the results from the 2016 *Understanding Cellphone Recycling Behaviours* survey released today. "As more Canadians are using their mobile devices to do more, it's increasingly important that they give their old cell phones a proper send-off. I am proud of the work being done by Recycle My Cell to give Canadians the information they need to do just that."

Other findings from the 2016 *Understanding Cell Phone Recycling Behaviours* survey include:

- Nearly two-thirds of Canadians (62%) have a cell phone in their possession that they are not using. This represents an increase in respondents who store their used cell phones since 2015 (48% stored). Canadians report storing an average of 2.1 phones.
- Support for cell phone recycling remains extremely high, with 96% of Canadians either supporting or somewhat supporting the concept of recycling old, unused or unwanted phones.
- Quebecers were the most likely to have cell phones in storage (65%), while Prince Edward Islanders were the least likely (47%). On average, Canadians have two cell phones in storage.
- Nearly half of Canadians (46%) have owned four cellphones or more prior to their current one. Two in five have respectively owned two (20%) or three (20%) phones prior to their current one, while 13% have owned one.
- More than nine in ten Canadians (92%) actively use one cell phone, while 6% of Canadians actively use two cell phones, and 1% use three cell phones or four cell phones or more respectively.

Canadian Cell Phone Recycling Facts

- 649,503 wireless devices were recovered in 2016.
- 7,068,494 wireless devices have been recovered since 2005.

Recycle My Cell 2017 Annual Report

- Recycle My Cell offers more than 2,500 drop-off locations across Canada.

Host a Recycle My Cell Drop-off Location Year-Round

Municipalities, recycling depots, businesses and community organizations across the country can support the Recycle My Cell program by hosting a drop-off location year-round. Registration is quick and easy, and pre-paid shipping and promotional materials are provided at no cost. For more information, please visit www.recyclemycell.ca/host-a-drop-off-location/ or contact info@RecycleMyCell.ca.

The 2016 *Understanding cell phone recycling behaviours* survey, commissioned by the Canadian Wireless Telecommunications Association, was completed by Nanos Research from December 2 to 19, 2016.

About Recycle My Cell

Recycle My Cell is Canada's national recycling program for mobile phones and accessories. The bilingual website – www.RecycleMyCell.ca and www.Recyclemonocell.ca – allows consumers to simply enter their postal code to locate the drop-off locations closest to them where their devices will be accepted, regardless of brand or condition. The free program is run by the [Canadian Wireless Telecommunications Association](http://www.cwta.ca) (CWTA), in conjunction with cell phone carriers, handset manufacturers and approved processors, who have come together to raise awareness about the importance of cell phone recycling.

Media Contact:

Sophie Paluck
613-233-4888 ext. 207
spaluck@cwta.ca


Media

Huffington Post¹⁹

HUFFPOST

[f](#)[t](#)[i](#)[p](#)

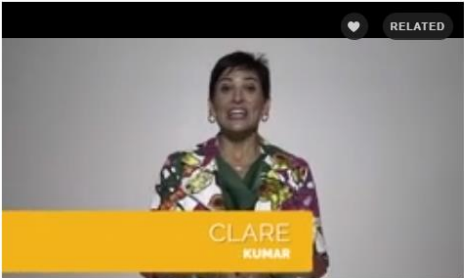
[POLITICS](#)[BUSINESS](#)[LIVING](#)[PARENTS](#)[VIDEO](#)[BLOGS](#)[MORE](#)[Q](#)



BUSINESS 04/20/2017 04:26 EDT | Updated 04/20/2017 04:35 EDT

63% Of Canadians Are Hoarding, Not Recycling Old Cell Phones: Survey

Sarah Rieger
The Huffington Post Canada




CLARE KUMAR

Canadians are being reminded to stop hanging on to their old, unused cell phones and bring them in for recycling in advance of Earth Day on Saturday.

Nearly two-thirds of Canadians are hoarding their old cell phones, according to a survey released Thursday by the Canadian Wireless Telecommunications Association.

The survey found that Canadians say they are storing an average on 2.1 phones, even though most (96 per cent) of Canadians support cell phone recycling.



Bloomberg via Getty Images

Workers sort through a pile of used mobile phones in New Delhi, India, in 2015. (Photo: Kuni Takahashi/Bloomberg via Getty)

Phones are made of plastic and hazardous chemicals that can leach into the soil and groundwater if thrown away, as well as precious metals.


One of those metals, coltan, is mined from a region of the Democratic Republic of Congo that is home to endangered lowland gorillas.

The Wildlife Conservation Society is urging people to recycle their phones, noting that militias which run the illegal mining camps have been killing the gorillas to feed their forced labourers. The society estimates there are fewer than 4,000 gorillas left.


Big Sale On Flights

Spacious Legroom, Free Drinks And More Are All Included, Book Your Flight Today

Porter Airlines




SPONSORED FEATURE




What You Think You Look Like vs. What You Really Look Like


TRENDING




7 Things To Know About Meghan Markle's Canadian BFF Jessica Mulroney




Elon Musk's 'Bankruptcy' Joke Sends Tesla Shares Plunging



What \$300,000 Will Buy You In B.C.



Trudeau To Receive Honorary Degree From NYU, Speak At Yankee Stadium



Check Out The Filipino Fast Food Chain Expanding To

¹⁹ Article can be found at https://www.huffingtonpost.ca/2017/04/20/cell-phone-recycling_n_16131808.html.

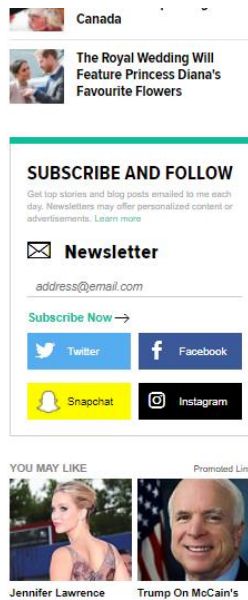
39

Recycle My Cell 2017 Annual Report



Nearly half of Canadians owned four phones before their current one, while 13 per cent have only owned one phone.

Recycle My Cell offers free cell phone recycling at 2,500 drop-off locations around the country. The program has recovered more than 7 million wireless devices since 2005.



Appendix E

Member Engagement

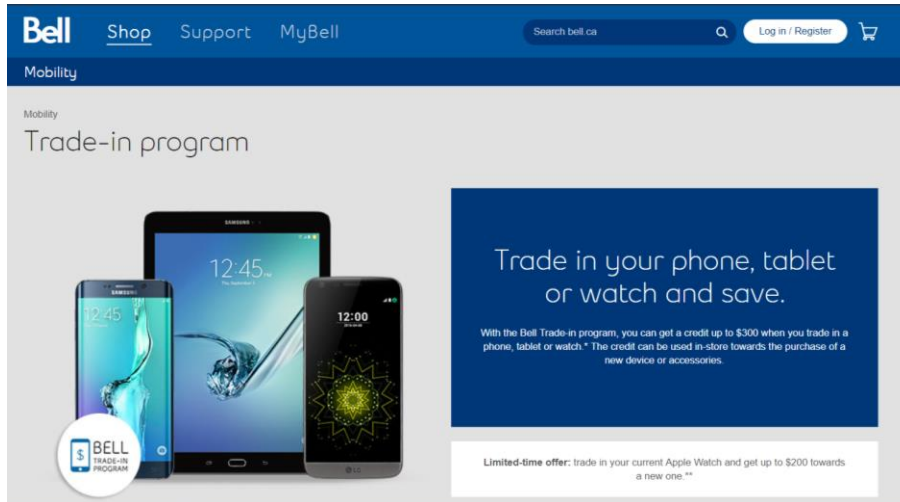
Bell: Bell blue box

The screenshot shows the Bell Mobility website with a navigation bar at the top containing 'Bell', 'Shop', 'Support', 'MyBell', and a search bar. Below the navigation bar is a 'Search support' field. The main content area is titled 'How can I recycle my old Bell products?' and includes a 'Back' button and a 'Contact us' button. The text on the page explains the Bell Trade-in program and the Bell Blue Box program, detailing how users can recycle their old mobile phones and accessories. It mentions that the Bell Trade-in program provides a certificate equivalent to the phone's value, and the Bell Blue Box program allows users to recycle their phones for free. The page also notes that the Bell Blue Box program is part of the Canadian Wireless Telecommunications Association's Recycle My Cell program, which aims to minimize e-waste entering landfills.

The screenshot shows the Bell Mobility website with a navigation bar at the top containing 'Bell', 'Shop', 'Support', 'MyBell', and a search bar. Below the navigation bar is a 'Search support' field. The main content area is titled 'What can I do with my old mobile phone?' and includes a 'Back' button and a 'Contact us' button. The text on the page explains the Bell Trade-in program and the Bell Blue Box program, detailing how users can recycle their old mobile phones and accessories. It mentions that the Bell Trade-in program provides a certificate equivalent to the phone's value, and the Bell Blue Box program allows users to recycle their phones for free. The page also notes that the Bell Blue Box program is part of the Canadian Wireless Telecommunications Association's Recycle My Cell program, which aims to minimize e-waste entering landfills. Below the main text, there are two expandable sections: 'Where can I return my old phone?' and 'Can I ship my old phone to Bell?'. The page also features a logo for the Canadian Mental Health Association and a note that the page was last updated on 23/08/2013.

Recycle My Cell 2017 Annual Report

Bell: Bell Trade-in



This screenshot shows the search and selection interface of the Bell Trade-in program. It includes a search bar labeled 'Search for your device' and a dropdown menu for 'Select the manufacturer'. A blue circle with the word 'or' is positioned between the search bar and the manufacturer dropdown. To the right of the manufacturer dropdown is another dropdown menu labeled 'Select the model'. Below these elements, the text '1. Find out how much your device is worth' is displayed.

2. Prepare your phone for trade-in

**Back up:**

Back up any personal data that you want to keep, such as contacts, emails, documents, pictures, videos and music. The phone cannot be returned to you after trade-in.

**Deactivate account:**

If applicable, remove the SIM card. If the phone doesn't have a SIM card, be sure to contact your service provider to deactivate its mobile service.

**Remove memory cards:**

If applicable, remove any memory cards.

**Reset phone:**

Delete all personal data by resetting the phone to the factory default settings. If you're not sure how to do this, a Bell representative can help you reset your phone in-store.

**Charge battery:**

Ensure the battery is charged so that we can evaluate the phone's trade-in value.

Eligibility



FAQs



3. Find a store

Just bring your current phone or tablet to a [participating Bell store](#), where we'll assess it and give you its trade-in value towards your next device or accessory.

Find a store

The Source: The Source Trade-up

[Login/Register](#)
[Track Order](#)
[Ontario ▾](#)
[Store Locator](#)
[Help Centre](#)
[Français](#)

SELECT MY STORE

SHOP FLYER

TRENDING TECH

MY ACCOUNT

\$0.00

ALL DEPARTMENTS ▾

I want

Q SEARCH

[Home](#) > [Trade Up and Save](#)

PROGRAMS & SERVICES

- Overview
- Advantage Care Plan
- Best Price Guarantee
- Battery Rebuild Program
- Repair Services
- Trade Up & Save**
- Contests
- Dealer Opportunities
- Source for Business
- Affiliate Program

Ready to trade up for the hottest new phone?

Get a Gift Card worth up to **\$300** when you trade in your phone or tablet.

[Visit Store](#)

TRADE UP & SAVE PROGRAM

It's easy to upgrade to the latest mobile phone on the market. Bring your current device to any The Source store and we'll give you a Gift Card equal to your phone's current trade-in value—worth up to \$300. Your Gift Card can be used in-store toward your new phone or just about any other tech including laptops, headphones, tablets—or from any of the categories listed below. Find the new tech you want today!

THE LATEST DEVICES

Samsung Galaxy S9 - ...

iPhone® X 64GB - Spac...
★★★★★

Google Pixel 2 64GB - Just...
★★★★★

[See more smartphones ▶](#)


WHAT YOU NEED TO DO BEFORE TRADING IN

Before you bring your mobile phone in, you should be aware that you must be 18 or older and the legal owner of the phone. Some other things to keep in mind:

- Make sure to backup all of your contacts, photos, apps and information
- Perform a factory reset after your files are safe so that none of your personal info is left on the phone
- Disable any cloud or Find My Phone functions, or your phone will be appraised at \$0

Virgin Mobile: Virgin Mobile Recycle

Find a StoreFrançaisProvinceON(0)My Account



PHONESPLANSMEMBER BENEFITSSUPPORT


Search

SUPPORT > PHONE SUPPORT, WARRANTY AND REPAIRS > RECYCLE ME

IT'S EASY BEING GREEN.

When it comes to protecting the planet, Virgin Mobile is passionate about making sure we can give Mother Earth a hand every chance we get.

The little things add up. If everyone recycled their old mobile phones, just imagine how much landfill waste we'd reduce. Recycle your old phone at any [Virgin Mobile store](#) and do something good for the planet.



WHAT SHOULD I DO BEFORE RECYCLING MY OLD PHONE?

Before you send your phone off for recycling, here's a few things you'll need to do:


- Cancel your mobile service and pay your final bill in full or transfer your mobile service to your new phone. You can use the [free Cell Phone Data Eraser by Recycle My Cell](#) to help clear your data.
- Erase any personal information from your device, including text messages, contacts and personal files.
- Remove your SIM Card (if there's one).

WHERE CAN I RETURN MY OLD PHONE?


You have 2 options to recycle your old phone in an environmentally safe way and get one step closer to a cleaner world:

- 1. Visit a Virgin Mobile Store**
No matter what brand or company your phone is from, you can head to any [Virgin Mobile store](#) and drop it off with a Virgin Mobile sales rep. You can also return accessories like headsets, chargers and old batteries.
- 2. Mail it in (It's free!)**
You can send your old mobile phone, batteries and accessories by Canada Post free of charge. Here's how to do it:
 - Wrap your phone, accessories and/or batteries in protective material, like newspaper.
 - Place them in a box and seal it firmly with packing tape.
 - [Get the free Canada Post return label](#) using the [Canada Post Return ID Number PR146848](#), print it, cut it out and affix it to your package with clear tape. Make sure that the barcode does not wrap around edges or corners. Do not cover up any information on the label.
 - Drop the box off at any Canada Post mailbox or postal outlet.

WHAT HAPPENS TO RECYCLED PHONES?




Before we do anything to the donated phones we make sure they're cleared of any data. Next, we select phones that can be refurbished and given a new home. The remaining phones are recycled in Canada in compliance with Canadian regulations and all net proceeds will be donated to the Canadian Mental Health Association (CMHA).



related answers: [Recycling / Environmental Fees](#) • [Activating your shiny new phone](#)

Virgin Mobile: Virgin Mobile Trade-in




MOBILEINTERNETMEMBER BENEFITSSUPPORT

FRON(0)LOG IN

SUPPORT > PHONE SUPPORT, WARRANTY AND REPAIRS > TRADE-IN PROGRAM

TRADE-IN YOUR OLD DEVICE AND GET UP TO \$300 OFF A HOT NEW ONE.



HOW IT WORKS:

- Use our tool below to get a rough estimate for how much your device is worth.
- Choose from one of our [awesome devices](#).
- Head to any [Virgin Mobile store](#) for a quick check where we'll let you know the exact value of your device .

WHAT YOU NEED TO DO BEFORE TRADING IN:

- Back up your personal info and reset your device . [i](#)
- Remove your SIM card and memory card. [i](#)
- Charge the battery. [i](#)

If you're already a Member, [check if you're eligible](#) then head to your nearest [Virgin Mobile store](#).

HOW MUCH COULD YOUR PHONE BE WORTH?


Quick Search:

OR


Select Manufacturer
choose one

Select Model
choose one


Current Carrier
choose one



Freedom Mobile: Freedom Mobile Trade-in


[Plans & Phones](#)[Network & Coverage](#)[Why Freedom Mobile](#)[Find a Store](#)[My Account](#)

Ways to Save




MyTab ▾

Find out how to get big savings with MyTab.




Freedom Mobile Trade-In ▾

Save up to \$300 on the price of a new device by trading in your old phone.



Better Together Savings ▾

Take advantage of discounts on additional lines.



Freedom Mobile Trade-In ▲

Save up to \$300 on the price of a new device by trading in your old phone.

The Benefits of Trading In

- ✓ Save up to \$300 on your next smartphone purchase
- ✓ Simple on the spot in-store transaction
- ✓ Avoid the hassle of selling through classifieds
- ✓ Available for new and existing customers
- ✓ Help the environment by recycling your phone

How Does It Work?


Visit a store to see what your device is worth
Bring in a device that's in good working condition—which means that it powers on with no screen damage - and we'll let you know how much your phone is worth. Not all phones will be accepted due to condition and market value. If your phone isn't eligible for a credit we can recycle it for you.

Remove your data and trade in your device
Before you trade in your Device, remove your SIM, memory card, any applicable accessories, and delete all of your personal data or transfer it to your new one.

Use your Trade-In credit
Use the full trade-in credit toward the purchase of a new smartphone and accessories.

See Freedom Mobile Trade-In [Terms & Conditions](#)

Rogers: Rogers Recycling Program


[Sign in](#) [Register >](#) [ON ▾](#) [Français](#) [Find a Store >](#)

[SHOP](#) [HELP & SUPPORT](#) [MyROGERS](#) [MORE](#) [PROMOTIONS](#) [BUSINESS](#)

[Help & Support >](#) [Wireless](#)  

Recycle My Cell 2017 Annual Report

Rogers: Rogers Trade-In



[Sign in](#) [Register >](#) [ON >](#) [Français](#) [Find a Store >](#)

[SHOP](#) [HELP & SUPPORT](#) [MyROGERS](#) [MORE](#) [PROMOTIONS](#) [BUSINESS](#)

Give. Trade. Bring.

Already have a device? Great! Here are three programs we offer that can help you and your close ones save.



Get a \$100 credit

Simply trade in your eligible old phone, and we'll give you a credit towards a new one.

[Learn More](#)

Bring Your Own Device

Trade-Up

Hand Me Down

Trade in your old phone or tablet for a credit towards a new one.

Credit

Get a **\$100 credit** when you trade in select devices.*

*Amount depends on the original price, age, and condition of your device. Trade-Up program Terms and Conditions.

How it works:

- 1 Get a quote**
Get an idea of how much your phone is worth at rogers.com/tradeupquote.
- 2 Visit a Rogers store**
Trade-ups are in-store only. Bring your trade-up quote and unlocked smartphone to a location near you.
[Find a Store](#)
- 3 Device Assessment**
The value of your trade-up is based on its age and condition.
- 4 Get a Voucher**
Your voucher credit will be applied in-store to the price of your new device and accessories.
- 5 Enjoy your new device!**
You will be unable to retrieve your old phone once the trade is complete. All trades are final.

Preparing your old phone for a trade-up

Back up your stuff

Save your photos, apps and contacts. Start by selecting your device type:

[Apple >](#) [Android >](#) [BlackBerry >](#)

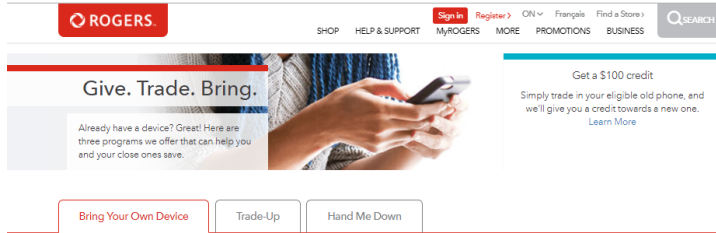
Reset your phone

Personal data should be removed by doing a [factory reset](#).

Save your memory card!

Remove any memory cards from your old phone.

Rogers: Rogers Bring Your Own Device and Rogers Hand Me Down



Bring your unlocked phone to save. No commitment or term contract needed.

Save

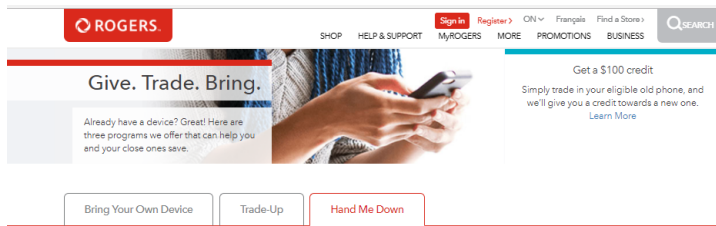
\$10/month¹ off your plan
when you bring your own device
on select Share EverythingSM plans

How it works:

- 1** Need a plan?
Choose the talk, text and data you need.
[View plans >](#) [Find a store >](#)
[Call >](#)
- 2** Start using your smartphone
Plug in your SIM card and begin enjoying your device.

How can I tell if my phone is unlocked?

1. Power off your phone and locate the SIM card slot.
2. Insert a Rogers SIM card and power back on.
3. If the phone works normally, it's unlocked.



Give your old phone to a friend or family member and help them **save**.

Family Member Saves

\$10/month¹
when you hand down your phone and add a line
on to select Share EverythingSM plans
Plus, for a limited time, save another \$10/month for 24 months when you add additional lines.²

How it works:

- 1** Hand down device
Give your old device to a family member, to use with Rogers.
- 2** They activate it
Using the device, they activate a new Rogers account, or they can be added to a Share Everything plan.
- 3** Save on the next bill
They'll save \$10 on their monthly bills.

Recycle My Cell 2017 Annual Report

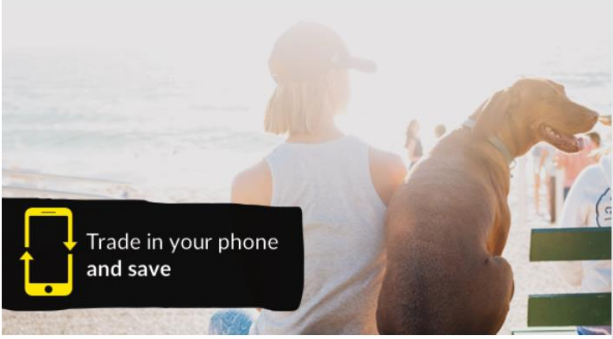
Fido: FidoTrade


ON FR

SEARCH LOGIN | REGISTER

MOBILE HOME INTERNET PROMOS **fido** SUPPORT MY ACCOUNT

LiveANSWERS Refer a friend **FidoTRADE**



**Trade in your phone and save**

FidoTRADE accepts any used phone with a battery. If applicable, you'll get credit equivalent to your used phone's value. Making the trade is easy—just follow these steps:

- 1 Get a quote:** Find out how much you can get for your used phone by going to fido.ca/fidotradequote or visiting a Fido store. Your quote is valid for 30 days.
- 2 Bring us your phone:** Come see us at a Fido store to trade in your used phone and redeem your credit.
- 3 Purchase and activate a new plan:** One of our sales reps can help you through the steps.¹
- 4 Use your credit:** Apply your credit to the purchase price of your new phone and accessories. Credit must be used in-store.

Already a Fido customer? You can still take advantage of FidoTRADE if you buy a new device and renew your agreement.¹ Instead of an in-store credit, you'll get a one-time bill credit two or three bill cycles after you trade in your old phone.

See full details

Appendix F

List of Drop-off Locations in British Columbia (as of December 31)

Program/Location Name		Community	Regional District
Bell	The Source	Port Alberni	Alberni-Clayoquot
Bell	The Source	Smithers	Bulkley-Nechako
Bell	Bell	Saanich	Capital
Bell	Virgin Mobile	Saanich	Capital
Rogers	Rogers	Saanich	Capital
Bell	The Source	Sooke	Capital
Bell	Bell	Victoria	Capital
Bell	Bell	Victoria	Capital
Bell	Bell	Victoria	Capital
Bell	Bell	Victoria	Capital
Bell	The Source	Victoria	Capital
Bell	The Source	Victoria	Capital
Bell	The Source	Victoria	Capital
Bell	Virgin Mobile	Victoria	Capital
Bell	Virgin Mobile	Victoria	Capital
Bell	Virgin Mobile	Victoria	Capital
Rogers	Fido	Victoria	Capital
Rogers	Fido	Victoria	Capital
Rogers	Fido	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Bell	Bell	Victoria (Langford)	Capital
Bell	Virgin Mobile	Victoria (Langford)	Capital
Recycle My Cell	Alpine Recycling	Victoria (Langford)	Capital
Rogers	Fido	Victoria (Langford)	Capital
Rogers	Rogers	Victoria (Langford)	Capital
Bell	The Source	100 Mile House	Cariboo
Recycle My Cell	Gold Trail Recycling Ltd.	100 Mile House	Cariboo
Bell	The Source	Quesnel	Cariboo
Bell	The Source	Castlegar	Central Kootenay
Bell	The Source	Creston	Central Kootenay
Bell	Bell	Nelson	Central Kootenay
Bell	The Source	Nelson	Central Kootenay
Recycle My Cell	Village of Silverton	Silverton	Central Kootenay
Bell	Bell	Kelowna	Central Okanagan

Recycle My Cell 2017 Annual Report

Bell	Bell	Kelowna	Central Okanagan
Bell	The Source	Kelowna	Central Okanagan
Bell	The Source	Kelowna	Central Okanagan
Bell	Virgin Mobile	Kelowna	Central Okanagan
Bell	The Source	Golden	Columbia-Shuswap
Bell	The Source	Revelstoke	Columbia-Shuswap
Bell	The Source	Salmon Arm	Columbia-Shuswap
Bell	The Source	Duncan	Cowichan Valley
Bell	Bell	Cranbrook	East Kootenay
Bell	The Source	Cranbrook	East Kootenay
Rogers	Rogers	Cranbrook	East Kootenay
Bell	The Source	Fernie	East Kootenay
Bell	The Source	Invermere	East Kootenay
Recycle My Cell	District of Sparwood	Sparwood	East Kootenay
Recycle My Cell	District of Sparwood	Sparwood	East Kootenay
Bell	Bell	Abbotsford	Fraser Valley
Bell	The Source	Abbotsford	Fraser Valley
Bell	Virgin Mobile	Abbotsford	Fraser Valley
Bell	Virgin Mobile	Abbotsford	Fraser Valley
Freedom Mobile	Freedom Mobile	Abbotsford	Fraser Valley
Freedom Mobile	Freedom Mobile	Abbotsford	Fraser Valley
Recycle My Cell	Abbotsford Mission Recycling Program	Abbotsford	Fraser Valley
Recycle My Cell	Regional Recycling	Abbotsford	Fraser Valley
Recycle My Cell	Ryan's PC Repair Shop	Abbotsford	Fraser Valley
Rogers	Rogers	Abbotsford	Fraser Valley
Bell	Bell	Chilliwack	Fraser Valley
Bell	Bell	Chilliwack	Fraser Valley
Bell	The Source	Chilliwack	Fraser Valley
Bell	Virgin Mobile	Chilliwack	Fraser Valley
Bell	The Source	Mission	Fraser Valley
Recycle My Cell	Abbotsford Mission Recycling Program	Mission	Fraser Valley
Bell	Bell	Prince George	Fraser-Fort George
Bell	The Source	Prince George	Fraser-Fort George
Bell	Virgin Mobile	Prince George	Fraser-Fort George
Bell	Bell	Burnaby	Greater Vancouver
Bell	Bell	Burnaby	Greater Vancouver
Bell	Bell	Burnaby	Greater Vancouver
Bell	Bell	Burnaby	Greater Vancouver
Bell	Bell	Burnaby	Greater Vancouver
Bell	Bell	Burnaby	Greater Vancouver
Bell	The Source	Burnaby	Greater Vancouver
Bell	The Source	Burnaby	Greater Vancouver

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Bell	Virgin Mobile	Burnaby	Greater Vancouver
Bell	Virgin Mobile	Burnaby	Greater Vancouver
Freedom Mobile	Freedom Mobile	Burnaby	Greater Vancouver
Freedom Mobile	Freedom Mobile	Burnaby	Greater Vancouver
Freedom Mobile	Freedom Mobile	Burnaby	Greater Vancouver
Freedom Mobile	Freedom Mobile	Burnaby	Greater Vancouver
Freedom Mobile	Freedom Mobile	Burnaby	Greater Vancouver
Recycle My Cell	Regional Recycling	Burnaby	Greater Vancouver
Rogers	Fido	Burnaby	Greater Vancouver
Rogers	Fido	Burnaby	Greater Vancouver
Rogers	Fido	Burnaby	Greater Vancouver
Rogers	Fido	Burnaby	Greater Vancouver
Rogers	Rogers	Burnaby	Greater Vancouver
Rogers	Rogers	Burnaby	Greater Vancouver
Rogers	Rogers	Burnaby	Greater Vancouver
Rogers	Rogers	Burnaby	Greater Vancouver
Bell	Bell	Coquitlam	Greater Vancouver
Bell	Virgin Mobile	Coquitlam	Greater Vancouver
Freedom Mobile	Freedom Mobile	Coquitlam	Greater Vancouver
Freedom Mobile	Freedom Mobile	Coquitlam	Greater Vancouver
Rogers	Fido	Coquitlam	Greater Vancouver
Rogers	Rogers	Coquitlam	Greater Vancouver
Bell	Bell	Delta	Greater Vancouver
Bell	Bell	Delta	Greater Vancouver
Bell	The Source	Delta	Greater Vancouver
Bell	Virgin Mobile	Delta	Greater Vancouver
Bell	Bell	Delta (Tsawwassen)	Greater Vancouver
Bell	Virgin Mobile	Delta (Tsawwassen)	Greater Vancouver
Freedom Mobile	Freedom Mobile	Delta (Tsawwassen)	Greater Vancouver
Rogers	Fido	Delta (Tsawwassen)	Greater Vancouver
Rogers	Rogers	Delta (Tsawwassen)	Greater Vancouver
Bell	Bell	Langley	Greater Vancouver
Bell	Bell	Langley	Greater Vancouver
Bell	The Source	Langley	Greater Vancouver
Bell	Virgin Mobile	Langley	Greater Vancouver
Freedom Mobile	Freedom Mobile	Langley	Greater Vancouver
Rogers	Fido	Langley	Greater Vancouver
Rogers	Rogers	Langley	Greater Vancouver
Bell	Bell	Maple Ridge	Greater Vancouver
Bell	The Source	Maple Ridge	Greater Vancouver
Bell	Virgin Mobile	Maple Ridge	Greater Vancouver
Freedom Mobile	Freedom Mobile	Maple Ridge	Greater Vancouver

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Recycle My Cell	Haney Bottle Depot	Maple Ridge	Greater Vancouver
Bell	Bell	New Westminster	Greater Vancouver
Bell	The Source	New Westminster	Greater Vancouver
Bell	Virgin Mobile	New Westminster	Greater Vancouver
Freedom Mobile	Freedom Mobile	New Westminster	Greater Vancouver
Freedom Mobile	Freedom Mobile	New Westminster	Greater Vancouver
Recycle My Cell	Mobile Zone Communication	New Westminster	Greater Vancouver
Recycle My Cell	Queensborough Landing Return-It	New Westminster	Greater Vancouver
Bell	Bell	North Vancouver	Greater Vancouver
Bell	The Source	North Vancouver	Greater Vancouver
Bell	Virgin Mobile	North Vancouver	Greater Vancouver
Bell	Virgin Mobile	North Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	North Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	North Vancouver	Greater Vancouver
Rogers	Rogers	North Vancouver	Greater Vancouver
Bell	Bell	Pitt Meadows	Greater Vancouver
Bell	Bell	Richmond	Greater Vancouver
Bell	Bell	Richmond	Greater Vancouver
Bell	Bell	Richmond	Greater Vancouver
Bell	The Source	Richmond	Greater Vancouver
Bell	Virgin Mobile	Richmond	Greater Vancouver
Bell	Virgin Mobile	Richmond	Greater Vancouver
Freedom Mobile	Freedom Mobile	Richmond	Greater Vancouver
Freedom Mobile	Freedom Mobile	Richmond	Greater Vancouver
Freedom Mobile	Freedom Mobile	Richmond	Greater Vancouver
Recycle My Cell	Regional Recycling	Richmond	Greater Vancouver
Recycle My Cell	Stevenston Bottle Depot Ltd.	Richmond	Greater Vancouver
Rogers	Fido	Richmond	Greater Vancouver
Rogers	Rogers	Richmond	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	The Source	Surrey	Greater Vancouver
Bell	The Source	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver

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Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Freedom Mobile	Freedom Mobile	Surrey	Greater Vancouver
Freedom Mobile	Freedom Mobile	Surrey	Greater Vancouver
Freedom Mobile	Freedom Mobile	Surrey	Greater Vancouver
Freedom Mobile	Freedom Mobile	Surrey	Greater Vancouver
Freedom Mobile	Freedom Mobile	Surrey	Greater Vancouver
Freedom Mobile	Freedom Mobile	Surrey	Greater Vancouver
Freedom Mobile	Freedom Mobile	Surrey	Greater Vancouver
Freedom Mobile	Freedom Mobile	Surrey	Greater Vancouver
Recycle My Cell	Freedom Wireless Ltd.	Surrey	Greater Vancouver
Recycle My Cell	Newton Bottle Depot	Surrey	Greater Vancouver
Recycle My Cell	Regional Recycling	Surrey	Greater Vancouver
Recycle My Cell	Semiahmoo Bottle Depot	Surrey	Greater Vancouver
Rogers	Fido	Surrey	Greater Vancouver
Rogers	Rogers	Surrey	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	The Source	Vancouver	Greater Vancouver
Bell	The Source	Vancouver	Greater Vancouver
Bell	Virgin Mobile	Vancouver	Greater Vancouver
Bell	Virgin Mobile	Vancouver	Greater Vancouver
Bell	Virgin Mobile	Vancouver	Greater Vancouver
Bell	Virgin Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver

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Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Freedom Mobile	Freedom Mobile	Vancouver	Greater Vancouver
Recycle My Cell	Aspire Wireless	Vancouver	Greater Vancouver
Recycle My Cell	Chatr Mobile	Vancouver	Greater Vancouver
Recycle My Cell	PC Galore Consignment Ltd.	Vancouver	Greater Vancouver
Recycle My Cell	Regional Recycling	Vancouver	Greater Vancouver
Rogers	Fido	Vancouver	Greater Vancouver
Rogers	Fido	Vancouver	Greater Vancouver
Rogers	Fido	Vancouver	Greater Vancouver
Rogers	Fido	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Bell	Bell	West Vancouver	Greater Vancouver
Bell	The Source	West Vancouver	Greater Vancouver
Bell	Virgin Mobile	West Vancouver	Greater Vancouver
Rogers	Fido	West Vancouver	Greater Vancouver
Bell	The Source	Kitimat	Kitimat-Stikine
Bell	The Source	Terrace	Kitimat-Stikine
Bell	The Source	Trail	Kootenay-Boundary
Bell	Bell	Nanaimo	Nanaimo
Bell	Bell	Nanaimo	Nanaimo
Bell	The Source	Nanaimo	Nanaimo
Bell	The Source	Nanaimo	Nanaimo
Bell	Virgin Mobile	Nanaimo	Nanaimo
Bell	Virgin Mobile	Nanaimo	Nanaimo
Recycle My Cell	Blackapple Cellular	Nanaimo	Nanaimo
Recycle My Cell	Regional Recycling	Nanaimo	Nanaimo
Recycle My Cell	Regional Recycling	Nanaimo	Nanaimo
Bell	The Source	Parksville	Nanaimo
Recycle My Cell	Enderby Return-It Recycling Depot	Enderby	North Okanagan
Bell	Bell	Vernon	North Okanagan
Bell	The Source	Vernon	North Okanagan
Bell	The Source	Oliver	Okanagan-Similkameen
Recycle My Cell	T2 Market Ltd.	Oliver	Okanagan-Similkameen
Bell	The Source	Osoyoos	Okanagan-Similkameen
Bell	Bell	Penticton	Okanagan-Similkameen

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Bell	The Source	Penticton	Okanagan-Similkameen
Bell	Virgin Mobile	Penticton	Okanagan-Similkameen
Bell	The Source	Summerland	Okanagan-Similkameen
Bell	The Source	Dawson Creek	Peace River
Bell	Bell	Fort St. John	Peace River
Bell	Bell	Fort St. John	Peace River
Bell	The Source	Fort St. John	Peace River
Bell	The Source	Powell River	Powell River
Bell	The Source	Prince Rupert	Skeena-Queen Charlotte
Recycle My Cell	Regional Recycling	Whistler	Squamish-Lillooet
Bell	The Source	Campbell River	Strathcona
Recycle My Cell	Gibsons Recycling Depot	Gibsons	Sunshine Coast
Bell	The Source	Sechelt	Sunshine Coast
Bell	Bell	Kamloops	Thompson-Nicola
Bell	Bell	Kamloops	Thompson-Nicola
Bell	The Source	Kamloops	Thompson-Nicola
Bell	The Source	Kamloops	Thompson-Nicola
Bell	Virgin Mobile	Kamloops	Thompson-Nicola
Bell	The Source	Merritt	Thompson-Nicola

Number of Locations in Regional Districts (as of December 31)

Regional District	Locations in 2016	Locations in 2017	Variance
Alberni-Clayoquot	1	1	0
Bulkley-Nechako	1	1	0
Capital	26	26	0
Cariboo	3	3	0
Central Coast	0	0	0
Central Kootenay	4	5	1
Central Okanagan	5	5	0
Columbia-Shuswap	3	3	0
Comox Valley	0	0	0
Cowichan Valley	1	1	0
East Kootenay	7	7	0
Fraser Valley	15	16	1
Fraser-Fort George	3	3	0
Greater/Metro Vancouver	112	156	44
Kitimat-Stikine	2	2	0
Kootenay Boundary	1	1	0
Mount Waddington	0	0	0
Nanaimo	9	10	1
North Okanagan	3	3	0
Northern Rockies	0	0	0
Okanagan-Similkameen	7	7	0
Peace River	5	4	-1
Powell River	1	1	0
Skeena-Queen Charlotte	1	1	0
Squamish-Lillooet	2	1	-1
Stikine Region	0	0	0
Strathcona	2	1	-1
Sunshine Coast	2	2	0
Thompson-Nicola	7	6	-1
Provincial Total	223	266	43

Appendix G

Material Disposition Hierarchy, and Acceptable Processes and Points of Final Disposition

		Disposition Hierarchy			Acceptable Processes & Points of Final Disposition							
		Material Recovery Required	Energy recovery Permitted	Other disposition Permitted	Manual dismantling and material separation	Mechanical material separation	Extraction / purification / refinement	Smelting to reclaim metal	EFW Incineration (use of material as an energy substitute)	Landfill	Hazardous Waste Landfill	Export to a non-OECD/EU country for processing
Electronic Scrap	EOLE	★			✓	✓	✗	✗	✗	✗	✗	✗
	Components (hard drives, chips, etc.)	★			✓	✓	✓	✓	✗	✗	✗	✗
	Wires / Cables	★			✓	✓	✓	✓	✗	✗	✗	✗
	Circuit Boards	★			✓	✓	✓	✓	✗	✗	✗	✗
	Metal / plastic laminates	★			✓	✓	✓	✓	✗	✗	✗	✗
Non Hazardous	Metal	★							✗	✗	✗	✗
	Mixed Metals	★							✗	✗	✗	✗
	Metal dusts (bag house)	★							✗	✗	✗	✗
	Non-lead Glass	★						✗	✗	✗	✗	✗
	Plastic		★	★				✗			✗	✓
	Mixed Plastics		★	★				✗			✗	✓
<p>In accordance with the Disposition Hierarchy material recovery is always preferential over other disposition methods for all materials but only required where indicated with an '★'.</p> <p>Where the use of the material for energy recovery, or other disposition methods is permitted, they are indicated with an '★'.</p>					Process/application not permitted under the ERS							✗
					Process/application is permitted under the ERS & subject to on-site audit							✓
					Process/application is permitted under the ERS & subject to document review and verification							

Appendix H

Known Product Recovered in Each Regional District

Collections by Regional District	TOTAL
Alberni-Clayoquot	0
Bulkley-Nechako	0
Capital	3,500
Cariboo	30
Central Kootenay	8
Central Okanagan	2,096
Columbia-Shuswap	14
Cowichan Valley	121
East Kootenay	291
Fraser Valley	4,703
Fraser-Fort George	654
Greater/Metro Vancouver	33,270
Kitimat-Stikine	0
Kootenay Boundary	0
Nanaimo	1,035
North Okanagan	578
Okanagan-Similkameen	415
Peace River	21
Powell River	0
Skeena-Queen Charlotte	0
Squamish-Lillooet	61
Strathcona	55
Sunshine Coast	0
Thompson-Nicola	753
Unknown	9,063
TOTAL (ADDED)	56,732

“Unknown” includes devices received via mail-back (1,141), instances where RD was not able to be traced (5,877), and devices received via other member initiatives (2,046) for which Regional District is unknown.